



STATE OF ILLINOIS

OFFICE OF THE AUDITOR GENERAL

STUDY

STATE EMPLOYEE TRAVEL

**MODES OF TRANSPORTATION BETWEEN CHICAGO AND:
BLOOMINGTON, CARBONDALE,
CHAMPAIGN-URBANA, MACOMB, AND SPRINGFIELD**

FEBRUARY 2006

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*To the Legislative Audit Commission, the Speaker
and Minority Leader of the House of
Representatives, the President and Minority Leader
of the Senate, the members of the General
Assembly, and the Governor:*

This is our report for the Study of State Employee Travel – Modes of Transportation Between Chicago and: Bloomington, Carbondale, Champaign-Urbana, Macomb, and Springfield.

The Study was conducted pursuant to Legislative Audit Commission Resolution Number 131, which was adopted on March 15, 2005.

The report for this Study is transmitted in conformance with Section 3-14 of the Illinois State Auditing Act.

A handwritten signature in blue ink, appearing to read "William G. Holland".

WILLIAM G. HOLLAND
Auditor General

Springfield, Illinois
February 2006

REPORT DIGEST

STUDY

**STATE EMPLOYEE
TRAVEL**
*Modes of Transportation
Between Chicago and:
Bloomington, Carbondale,
Champaign-Urbana,
Macomb, and Springfield*

Released: February 2006



State of Illinois
Office of the Auditor General

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SYNOPSIS

Legislative Audit Commission Resolution Number 131 directed the Auditor General to examine the modes of transportation for State employee travel between Chicago and Bloomington, Carbondale, Champaign-Urbana, Macomb, and Springfield.

The State reimbursed employees approximately \$29 million for travel expenses incurred within the State (detail object code 1291) during fiscal year 2005. Agencies estimated that 13 percent of their in-state travel expenditures were for travel between Chicago and the specified cities. Approximately two-thirds of the trips were in a vehicle (personal, State, rental), 18 percent by State or commercial plane, 12 percent by Amtrak, and the rest by other modes.

The State Finance Act creates the Travel Regulation Council, which requires that *"All travel shall be by the most economical mode of transportation available considering travel time, costs, and work requirements."*

More than one-half of the State agencies surveyed (22 of 41) said they have established their own policies regarding the mode of transportation in addition to the policies established by travel control boards. However, approximately 40 percent of the employees from these agencies were not fully aware of their agency's policy, according to their survey responses.

- 14 of 41 State agencies said they did not require employees to obtain prior approval regarding the mode of transportation to use.
- 34 of 41 State agencies said they had established some method for ensuring employees used the most economical mode of transportation, such as reservations through a travel coordinator.
- 25 of 41 State agencies said they did not track employee travel in detail, such as the number of trips, mode of transportation taken, or location of travel.

In their survey responses, both agencies and employees indicated that Amtrak trains needed to be more reliable and offer more or different departure/arrival times. On a scale of 1 ("not important") to 5 ("very important"), agencies and employees rated the need for reliability and more trains at nearly 5 in their responses.

Most of the 96 employee respondents to our survey who used Amtrak during fiscal year 2005 rated their overall experience with Amtrak as either average or above average: 62 percent rated their overall experience as excellent or good, 19 percent as average, and 19 percent as below average or poor.

IDOT statistics showed that one-half of the trains applicable to this Study were less than 75 percent on time during the period of October 2004-August 2005 for which data was available.

REPORT CONCLUSIONS

The Legislative Audit Commission directed the Auditor General to conduct a Study that examined State employee travel between Chicago and Bloomington, Carbondale, Champaign-Urbana, Macomb, and Springfield. The Resolution directed us to examine the modes of transportation used and requested us to survey agencies and employees, and review a limited number of travel vouchers.

The State reimbursed employees approximately \$29 million for travel expenses incurred within the State (detail object code 1291) during fiscal year 2005. This amount does not include payments directly to vendors (e.g., hotels), which totaled \$5 million, or travel paid from locally held funds. Agencies estimated that 13 percent of their in-state travel expenditures were for travel between Chicago and the specified cities. Approximately two-thirds of the trips were in a vehicle (personal, State, rental), 18 percent by State or commercial plane, 12 percent by Amtrak, and the rest by other modes.

This Study focused on modes of transportation used for travel between Chicago and the cities specified in the LAC Resolution.

1. **CONTROLS.** The State of Illinois has established a structure to oversee travel by State employees. The State Finance Act creates the Travel Regulation Council, which requires that *“All travel shall be by the most economical mode of transportation available considering travel time, costs, and work requirements.”*

2. **SELECTION FACTORS.** State agencies estimated that employees took 19,280 trips between Chicago and one of the specified cities during July 1, 2004 to March 31, 2005 using the following modes of transportation:

- 41% – Personal vehicle
- 22% – State vehicle
- 14% – State airplane
- 12% – Amtrak
- 4% – Commercial airplane
- 7% – Other modes

In their survey responses, both agencies and employees indicated that Amtrak trains needed to be more reliable and offer more or different departure/arrival times. On a scale of 1 (“not important”) to 5 (“very important”), agencies and employees rated

Digest Exhibit 1		
AMTRAK RELIABILITY AND SCHEDULE		
<i>Changes Desired by State Agencies and Employees</i>		
Scale: 5 = Very Important 3 = Neutral 1 = Not Important		
	Agencies	Employees
Improve reliability of Amtrak train schedule (e.g., on time performance).....	4.67	4.72
More or different departure/arrival times	4.67	4.56
Note: Numbers presented are the mean (average) of the responses. Source: Auditor General’s surveys of State agencies and employees.		

the need for reliability and more trains at nearly 5 in their written responses to our survey questionnaires. For example, some travelers wrote their train was two or more hours late between Chicago and Springfield.

Most of the 96 employee respondents to the Auditor General’s survey – who used Amtrak during fiscal year 2005 – rated their overall experience with Amtrak as either average or above average: 62 percent rated their overall experience as excellent or good, 19 percent as average, and 19 percent as below average or poor.

Statistics provided by the Illinois Department of Transportation showed that one-half of the trains applicable to this Study were on time less than 75 percent of the time during the period of October 2004-August 2005 for which data was available.

3. **TRAVEL VOUCHER REVIEW.** We selected 182 travel vouchers and found 40 vouchers were for travel to the specified cities. Approximately one-half of the trips used by these travelers were in a vehicle (personal, State, carpool), 23 percent were by State or commercial plane, 19 percent were by Amtrak, and the rest were by other modes of transportation. Travelers who did not take Amtrak considered it for 23 of the trips but often did not choose it citing a lack of reliability. (pages 1-4)

STATE FINANCE ACT

The State of Illinois has established a structure to oversee travel by State employees. The State has already established one important requirement to control travel costs, namely the use of the most economic mode of transportation for the circumstance.

The State Finance Act establishes a Travel Regulation Council that consists of representatives from 10 travel control boards. The Travel Regulation Council is responsible for adopting State Travel Regulations and Reimbursement Rates for all personnel.

INTERNAL CONTROLS
The key to ensuring that the most economical mode of travel is used may depend on agencies establishing and implementing internal controls.

Travel Regulations: All travel shall be by the most economical mode of transportation.

The Travel Regulation Council regulations require that “*All travel shall be by the most economical mode of transportation available considering travel time, costs, and work requirements.*” Modes of transportation authorized for official travel include automobiles, railroads, airlines, buses, taxicabs, and other usual means of conveyance. (pages 5-7)

AGENCY SURVEY RESPONSES

In May 2005, we mailed a survey questionnaire to the 32 State agencies that, according to the Comptroller’s data, expended at least \$100,000 each for in-state employee travel (from detail object code 1291) during the prior fiscal year (FY04), and to all 9 State universities. These agencies estimated that employees took 19,280 trips between Chicago and the specified cities during the first 3 quarters of fiscal year 2005 (not all agencies provided an estimate).

- Most of the travel was between Chicago and Springfield (74%), followed by Chicago and Champaign-Urbana (17%).
- As shown in Digest Exhibit 2, the largest percent of travel was in personal vehicles (41%), followed by the State vehicle motor pool (22%), State airplane (14%), and Amtrak (12%).

Most travel for the specified cities was between Chicago and Springfield, and vehicles were the preferred mode of transportation.

Digest Exhibit 2							
NUMBER OF TRIPS TAKEN BY AGENCY EMPLOYEES							
Between July 1, 2004 to March 31, 2005							
TRAVEL BETWEEN CHICAGO AND THE FOLLOWING CITIES:							
<i>Mode of Transportation Used</i>	<i>Bloomington</i>	<i>Carbondale</i>	<i>Champaign-Urbana</i>	<i>Macomb</i>	<i>Springfield</i>	<i>Total</i>	<i>%</i>
A) Personal Vehicle	543	129	1,480	171	5,531	7,854	41%
B) State Vehicle (e.g., motor pool)	103	65	1,306	115	2,637	4,226	22%
C) State Airplane	0	12	0	1	2,671	2,684	14%
D) Amtrak	118	122	155	169	1,799	2,363	12%
E) Commercial Airplane	0	15	112	0	737	864	4%
F) Other (e.g., bus, carpooling)	8	9	193	0	576	786	4%
G) Rental Vehicle paid by State (e.g., Enterprise, Hertz)	38	0	120	14	331	503	3%
TOTAL	810	352	3,366	470	14,282	19,280	100%
Percentage	4%	2%	17%	2%	74%	100% ¹	

¹Total does not add due to rounding.
Source: Auditor General’s survey of 41 State agencies.

Agencies’ Travel Policies

The Auditor General’s survey questionnaire asked if agencies had travel policies: “Does your agency have specific written policies, procedures, or criteria that delineate which mode of transportation must be taken for travel?” More than one-half of the State agencies surveyed (22 of 41) said they have established their own policies regarding the mode of transportation in addition to the policies established by travel control boards. However, approximately 40 percent of the employees from these

agencies were not fully aware of their agency’s policy, according to their survey responses. The effectiveness of any policy depends on its implementation, including the internal controls (checks and balances) put into effect.

Prior Approval

Approximately one-third of the State agencies we surveyed did not require their employees to obtain approval prior to commencing travel regarding the mode of transportation used for State business.

- When asked for their approval process, 20 of 41 agencies said their employees were required to obtain approval before traveling regarding the mode of transportation to use, and 7 more agencies said prior approval was required only for certain types of travel (e.g., for air transportation, out-of-state travel, conferences, vehicle rentals, and use of motor pool).
- The remaining 14 agencies said they did not require employees to obtain approval prior to traveling regarding the mode of transportation to use for travel.

STATE AGENCY SURVEY QUESTION
<i>“Does your agency require employees to obtain prior approval regarding the mode of transportation to use for travel on State business?”</i>

Approximately one-half of survey respondents were unaware of their agency’s policy on prior approvals for mode of transportation to use.

Answers to our survey question indicated that approximately one-half of the employees were not properly aware of their agency’s policy on prior approvals regarding the mode of transportation to use for travel on State business.

Methods for Ensuring Economic Travel

More than 80 percent of the State agencies (34 of 41) said in the survey questionnaire they had methods for ensuring employees used the most economical mode of transportation, such as prior approval by the supervisor, reservations through the travel coordinator, use of a travel agent, and/or carpooling. Seven agencies (17%) did not specify any method for ensuring that all transportation is by the most economical method.

61% of agencies surveyed (25 of 41) did not track employee travel in detail.

Tracking Employee Travel

A total of 61 percent of the State agencies (25 of 41) said in the survey questionnaire they did not track employee travel in detail, such as the number of trips, mode of transportation taken, or location of travel.

Only 39 percent of the agencies (16 of 41) said they had some means of tracking employee travel in detail. (pages 12-17)

EMPLOYEE TRAVELERS

The Auditor General’s survey questionnaire asked employees if they had a preferred mode of transportation. Nearly 80 percent of the responding employees (217 of 277) said they had a preferred mode of transportation (see Digest Exhibit 3), mainly vehicles, because of the following types of reasons:

- Amtrak was not a reliable mode of transportation.
- Travel involved multiple stops.
- Equipment or luggage needed to be carried.
- Flexibility.
- Personal reasons, such as safety.

Digest Exhibit 3 EMPLOYEES’ PREFERRED MODE OF TRANSPORTATION		
	<i>Respondents</i>	<i>%</i>
Personal Vehicle/ Automobile	101	47%
Amtrak	38	18%
State Vehicle	26	12%
State Airplane	18	8%
Other (carpooling, commercial airplane, unspecified, etc.)	34	16%
TOTAL	217	100%¹
¹ Total does not add due to rounding. Source: Auditor General’s survey of State employees.		

Overall Experience With Amtrak

The Auditor General’s survey questionnaire asked employees about their overall experience with Amtrak. Ninety-six responding employees said they had traveled on Amtrak during fiscal year 2005 and most gave Amtrak a good to excellent overall rating.

The survey asked employees to provide their reasons if they did not use Amtrak for all their State business travel. Many of the 277 employees cited the lack of reliability as a reason for not using Amtrak, along with train schedules not being convenient:

- 161 employees (58%) said Amtrak schedules were not convenient.
- 141 employees (51%) said Amtrak trains were not reliable (e.g., not on time).
- 141 employees (51%) said location of the office or meeting was not close to the train station.
- 105 employees (38%) said it was their personal preference not to use Amtrak (e.g., physical comfort, safety, food, etc.).
- 112 employees (40%) said total travel cost was lower by not using Amtrak (e.g., traveled with other employees in a vehicle). (pages 20-22)

Employees’ reasons for not using Amtrak included reliability, train schedules, location of meetings, personal preference, and cost.

TIMELINESS OF AMTRAK TRAINS

The cities specified in Legislative Audit Commission Resolution Number 131 were served by 12 Amtrak trains shown below (see Digest Exhibit 4):

- The Springfield–Bloomington–Chicago route had six trains (3 each way);
- The Carbondale–Champaign/Urbana–Chicago route had four trains (2 each way); and
- The Macomb–Chicago route had two trains (1 each way).

Digest Exhibit 4 TRAIN SCHEDULE							
Springfield – Bloomington – Chicago							
Train Number	300	22	304	Train Number	303	21	305
Leaves Springfield	6:33 a.m.	10:34 a.m.	5:07 p.m.	Leaves Chicago	8:15 a.m.	3:20 p.m.	5:15 p.m.
Leaves Bloomington	7:31 a.m.	11:47 a.m.	6:11 p.m.	Leaves Bloomington	10:29 a.m.	5:39 p.m.	7:29 p.m.
Arrives Chicago	9:55 a.m.	2:19 p.m.	8:45 p.m.	Arrives Springfield	11:35 a.m.	6:49 p.m.	8:39 p.m.
Macomb – Chicago							
Train Number	348			Train Number	347		
Leaves Macomb	7:00 a.m.			Leaves Chicago	5:55 p.m.		
Arrives Chicago	10:35 a.m.			Arrives Macomb	9:12 p.m.		
Carbondale – Champaign/Urbana – Chicago							
Train Number	58	392	Train Number	391	59		
Leaves Carbondale	3:16 a.m.	4:05 p.m.	Leaves Chicago	4:05 p.m.	8:00 p.m.		
Leaves Champaign-Urbana	6:10 a.m.	6:49 p.m.	Leaves Champaign-Urbana	6:15 p.m.	10:34 p.m.		
Arrives Chicago	9:00 a.m.	9:35 p.m.	Arrives Carbondale	9:35 p.m.	1:21 a.m.		
Source: www.Amtrak.com							

Amtrak Timeliness Statistics

The Illinois Department of Transportation (IDOT) provided performance records for the 12 trains which serve the cities specified in LAC Resolution Number 131, including 34 arrival and/or departure times (or segments) for these 12 trains. For example, the performance records provided for the train from Springfield to Chicago had three segments: Springfield departure time, Bloomington departure time, and Chicago arrival time. Performance records provided by IDOT showed the average timeliness of Amtrak trains during the 11-month period of October 2004 to August 2005 was as follows (see Digest Exhibit 5):

- 5 segments (15%) were at least 90 percent on time.
- 12 segments (35%) were 75 percent to 89 percent on time.
- The remaining 17 segments (50%) were less than 75 percent on time.

Digest Exhibit 5 AMTRAK'S ON-TIME PERFORMANCE October 2004 to August 2005					
<i>Train #</i>	<i>Station</i>	<i>Departure/ Arrival</i> ¹	<i>Tolerance (Minutes)</i> ²	<i>On-Time Performance (Average)</i>	<i>Type</i>
392	Carbondale	4:05 p.m.	10	100%	State subsidized train
391	Chicago	4:05 p.m.	10	99%	State subsidized train
303	Chicago	8:15 a.m.	10	98%	Corridor train
305	Chicago	5:15 p.m.	10	95%	State subsidized train
21	Chicago	3:20 p.m.	10	92%	Long distance train
347	Chicago	5:55 p.m.	10	87%	State subsidized train
391	Carbondale	9:35 p.m.	15 ²	87%	State subsidized train
348	Chicago	10:35 a.m.	15 ²	86%	State subsidized train
392	Chicago	9:35 p.m.	15 ²	86%	State subsidized train
300	Springfield	6:33 a.m.	10	85%	State subsidized train
59	Chicago	8:00 p.m.	10	85%	Long distance train
58	Chicago	9:00 a.m.	30 ²	82%	Long distance train
300	Chicago	9:55 a.m.	15 ²	80%	State subsidized train
348	Macomb	7:00 a.m.	10	79%	State subsidized train
300	Bloomington	7:31 a.m.	10	77%	State subsidized train
59	Champaign	10:34 p.m.	10	77%	Long distance train
21	Bloomington	5:39 p.m.	10	76%	Long distance train
305	Springfield	8:39 p.m.	10	73%	State subsidized train
58	Carbondale	3:16 a.m.	10	70%	Long distance train
304	Chicago	8:45 p.m.	15 ²	67%	Corridor train
303	Bloomington	10:29 a.m.	10	66%	Corridor train
21	Springfield	6:49 p.m.	10	63%	Long distance train
58	Champaign	6:10 a.m.	10	61%	Long distance train
305	Bloomington	7:29 p.m.	10	57%	State subsidized train
391	Champaign	6:15 p.m.	10	55%	State subsidized train
304	Springfield	5:07 p.m.	10	54%	Corridor train
303	Springfield	11:35 a.m.	10	50%	Corridor train
22	Chicago	2:19 p.m.	30 ²	47%	Long distance train
347	Macomb	9:12 p.m.	10	44%	State subsidized train
59	Carbondale	1:21 a.m.	10	42%	Long distance train
304	Bloomington	6:11 p.m.	10	38%	Corridor train
392	Champaign	6:49 p.m.	10	37%	State subsidized train
22	Springfield	10:34 a.m.	10	29%	Long distance train
22	Bloomington	11:47 a.m.	10	29%	Long distance train
¹ Arrival time is shown if this is the train's final destination. For the other trains the departure time is shown.					
² If a train departs within 10 minutes of its schedule, it is considered on time. This variance (also called tolerance) is higher for arrival at the <u>final destination</u> – it is 15 minutes for short corridor trains (numbers 300, 303, 304, 305, 347, 348, 391, and 392) and 30 minutes for long distance trains (numbers 21, 22, 58, and 59).					
Source: IDOT Amtrak Program and Amtrak.					

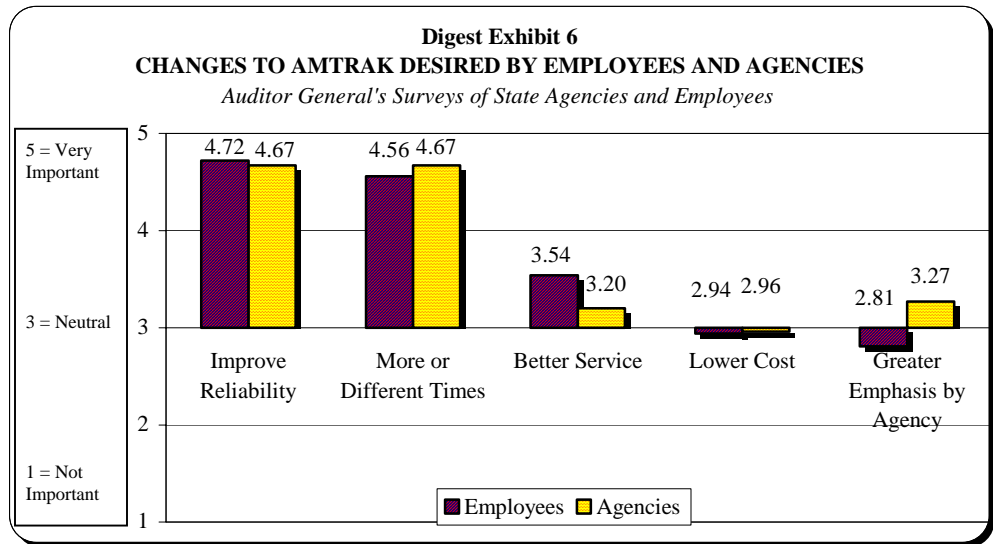
One-half of trains applicable to this Study were less than 75% on time, according to IDOT's statistics from Amtrak.

Changes Desired by State Agencies and Employees

Agencies and employees said improved reliability and more or different arrival/departure times would increase their use of Amtrak

The Auditor General’s survey questionnaires asked State agencies and employees to comment on what would realistically cause employees to increase the use of Amtrak on future State business. Agencies and employees said improved reliability and more or different arrival/departure times would increase their use of Amtrak (see Digest Exhibit 6).

Eleven of 41 agencies, and 40% of employees, said that changes made to Amtrak would not increase their usage.



Source: Auditor General’s survey of 41 State agencies and employees.

Some agencies said Amtrak’s lack of reliability made it difficult to conform to work schedules. For example, one agency said the early morning train in Chicago often arrives late, while other agencies listed the following types of concerns:

- Need for transportation between the Chicago office or campus and the station.
- Safety in transportation between the train station and the Chicago office.
- Need for more seats for State employees.
- Need for high-speed rail.
- Lower priced business class. (pages 23-30)

REVIEW OF TRAVEL VOUCHERS

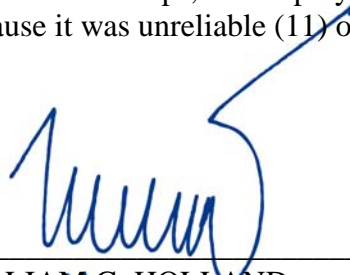
Legislative Audit Commission Resolution Number 131 directed this Study to review a limited number of travel vouchers and follow up with agencies and individual travelers to identify reasons why the specific mode of transportation was used by the selected traveler.

We selected 182 travel vouchers and found 40 vouchers were for travel to the cities that were applicable to this Study. We sent the employees a survey questionnaire and received a response from 35 employees who had taken 54 trips. Approximately one-half of the trips by these travelers were in a vehicle (personal, State, carpool), 23 percent were by State or commercial plane, 19 percent were by Amtrak, and the rest were by other modes of transportation.

These travelers provided the following types of reasons for choosing their particular mode of transportation:

- Personal or State vehicle was needed because the employee was traveling to multiple locations, on-site inspections, unplanned trips, meeting schedules, or carrying multiple files.
- State or commercial plane was needed for reliability and timeliness, working in both Chicago and Springfield during the same day, maximizing time spent at work and accommodating schedules, etc.
- Amtrak was used because it was the most economical mode of transportation (e.g., fuel costs, parking costs in Chicago).

These travelers were asked if they considered other modes of transportation for their trips. Alternative modes were considered on one-half (27 of 54) of the trips, including Amtrak for 23 trips, but employees said they did not select Amtrak often because it was unreliable (11) or due to its schedule (4). (pages 31-33)



WILLIAM G. HOLLAND
Auditor General

Vehicles were used when employees were traveling to multiple locations or were carrying multiple files.

WGH:AD
February 2006

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Chapter One

INTRODUCTION

The Legislative Audit Commission adopted Resolution Number 131 directing the Auditor General to conduct a Study that examined State employee travel between Chicago and Bloomington, Carbondale, Champaign-Urbana, Macomb, and Springfield. The Resolution asked us to examine the modes of transportation used and contained three determinations (see Appendix A):

1. **Controls.** Survey State agencies to identify controls and methods used to ensure the most economical mode of transportation is used, including the methods used to track reimbursable travel expenses.
2. **Selection Factors.** Survey State employees to identify factors that impact their selection of transportation taken, including whether changes in Amtrak schedules or reliability would increase ridership.
3. **Travel Voucher Review.** Review a limited number of travel vouchers and follow up with agencies and individual travelers to identify reasons why a specific mode of transportation was used by the selected traveler.

REPORT CONCLUSIONS

The State of Illinois reimbursed employees approximately \$29 million for travel expenses incurred within the State (detail object code 1291) during fiscal year 2005, similar to fiscal year 2004. This amount does not include payments directly to vendors (e.g., hotels), which totaled \$5 million, or travel paid from locally held funds. Most of the expenditures for travel were by the larger State agencies (e.g., Departments of Children and Family Services, Human Services, Public Health).

Thirty-two of the 41 agencies we surveyed were able to provide an estimate of where their employees traveled. These agencies reported that only 13 percent of travel expenditures (\$2.5 of \$19.5 million for the first 9 months of fiscal year 2005) were incurred for travel between Chicago and one of the cities specified in the Resolution for this Study.

1. **CONTROLS.** The State of Illinois has established a structure to oversee travel by State employees. The State Finance Act creates the Travel Regulation Council, which is comprised of representatives of the 10 individual travel control boards also established by the Act. The Council adopts travel regulations applicable to State employees. Council regulations require that *“All travel shall be by the most economical mode of transportation available considering travel time,*

ECONOMICAL TRAVEL

The most economic mode of transportation depends on variables such as number of other travelers, meeting time, meeting location, lodging, per diem, taxis, etc.

costs, and work requirements.” The Council’s regulations also state that when the use of a common carrier is a reasonable alternative, “. . . the mileage payment shall not exceed the cost of its use. A reasonable alternative exists when the cost of travel, taking into account both transportation, time and meal expenses would be less if a common carrier were used.”

More than one-half of the State agencies surveyed (22 of 41) said they have established their own policies regarding the mode of transportation in addition to the policies established by travel control boards. However, approximately 40 percent of the employees from these agencies were not fully aware of their agency’s policy, according to their survey responses. The effectiveness of any policy depends on its implementation, including the internal controls (checks and balances) put into effect.

- **Prior Approval.** One-third of the State agencies (14 of 41) said they did not require employees to obtain prior approval regarding the mode of transportation taken for State business.
 - **Controls.** Most State agencies (34 of 41) said they had established some method for ensuring their employees used the most economical mode of transportation, such as prior approval by supervisor, reservations through the travel coordinator, or carpooling.
 - **Tracking.** Many State agencies (25 of 41) said they did not track employee travel in detail, such as the number of trips, mode of transportation taken, or location of travel. Furthermore, the State does not maintain any summary information regarding the locations where employees travel, or the component costs of such travel.
2. **SELECTION FACTORS.** State agencies responding to our survey estimated that employees took 19,280 trips between Chicago and one of the specified cities during July 1, 2004 to March 31, 2005. Seventy-four percent of these trips occurred between Chicago and Springfield. Agencies reported their employees used the following modes of transportation for the 19,280 trips:
- 41% – Personal vehicle
 - 22% – State vehicle
 - 14% – State airplane
 - 12% – Amtrak
 - 4% – Commercial airplane
 - 7% – Other modes of transportation

We also surveyed State employees who traveled between Chicago and the specified cities during fiscal year 2005 and they reported similar results. Personal vehicles were the most frequent mode of transportation used (48% of the trips). Similar to the agency responses, employees reported using Amtrak for 12 percent of their trips.

In their survey responses, both agencies and employees indicated that Amtrak trains needed to be more reliable and offer more or different departure/arrival times. On a scale of 1 (“not important”) to 5 (“very important”), agencies and employees rated the need for reliability and more trains at nearly 5 in their written responses to our survey questionnaires (see Exhibit 1-1). For example, some travelers wrote their train was two or more hours late between Chicago and Springfield.

Most of the 96 employee respondents to the Auditor General’s survey – who used Amtrak during fiscal year 2005 – rated their overall experience with Amtrak as either average or above average: 62 percent rated their overall experience as excellent or good, 19 percent as average, and 19 percent as below average or poor.

Statistics provided by the Illinois Department of Transportation (IDOT) showed that one-half of the trains applicable to this Study were on time less than 75 percent of the time during the period of October 2004-August 2005 for which data was available. As shown in Exhibit 1-2, one of the trains from Springfield to Chicago departed on time as little as 29 percent of the time.

According to Amtrak information obtained by IDOT, if a train departs within 10 minutes of its schedule, it is considered on time. This variance (also called tolerance) is higher for arrival at the final destination – it is 15 minutes for short corridor trains (numbers 300, 303, 304, 305, 347, 348, 391, and 392) and 30 minutes for long distance trains (numbers 21, 22, 58, and 59). Therefore, a long distance train that is up to 30 minutes late is still considered on time.

The three trains from Chicago to Springfield departed at least 92 percent on time, but were delayed before they reached Springfield, as they were only 50 percent to 73 percent on time.

Exhibit 1-1 AMTRAK RELIABILITY AND SCHEDULE <i>Changes Desired by State Agencies and Employees</i>		
Scale: 5 = Very Important 4 = Somewhat Important 3 = Neutral 2 = Somewhat Unimportant 1 = Not Important		
	Agencies	Employees
Improve reliability of Amtrak train schedule (e.g., on time performance).....	4.67	4.72
More or different departure/arrival times.....	4.67	4.56
Note: Numbers presented are the mean (average) of the responses. Source: Auditor General’s surveys of State agencies and employees.		

Exhibit 1-2 ON-TIME DEPARTURES FOR SPRINGFIELD TO CHICAGO TRAINS October 2004 to August 2005			
Train #	Station	Departure ¹	Average
22	Springfield	10:34 a.m.	29%
	Bloomington	11:47 a.m.	29%
	Chicago ¹	2:19 p.m.	47%
304	Springfield	5:07 p.m.	54%
	Bloomington	6:11 p.m.	38%
	Chicago ¹	8:45 p.m.	67%
300	Springfield	6:33 a.m.	85%
	Bloomington	7:31 a.m.	77%
	Chicago ¹	9:55 a.m.	80%
¹ Since the train ends in Chicago, the times shown for Chicago are arrival times. Source: IDOT and Amtrak.			

3. **TRAVEL VOUCHER REVIEW.** In accordance with LAC Resolution No. 131, we selected 182 travel vouchers and found 40 vouchers were for travel to the specified cities. We sent these employees a survey questionnaire and received responses from 35 employees who had taken 54 trips. Approximately one-half of these trips were in a vehicle (personal, State, carpool), 19 percent were by Amtrak, 23 percent were by State or commercial plane, and the rest were by other modes of transportation. These travelers provided the following types of reasons for choosing their particular mode of transportation:

- A personal or State vehicle was needed for various reasons – meeting schedules, multiple locations, on-site inspections, unplanned trips, or carrying multiple files.
- A State or commercial plane was needed for reliability and timeliness, working in both Chicago and Springfield during the same day, maximizing work hours, and accommodating schedules.
- Amtrak was used because it was the most economical mode of transportation (e.g., fuel costs, parking costs in Chicago).

Travelers who did not take Amtrak considered it for 23 of the trips but often did not choose it primarily citing a lack of reliability.

BACKGROUND

The State of Illinois reimbursed employees approximately \$29 million for travel expenses incurred within the State (detail object code 1291) during fiscal year 2005, similar to fiscal year 2004. This amount does not include payments directly to vendors (e.g., hotels), which totaled \$5 million, or travel paid from locally held funds. The \$29 million of travel expenditures are recorded by the State Comptroller’s Office under detail object code 1291 which is different from out-of-state travel by employees (1292) or payments to vendors (1293 and 1294).

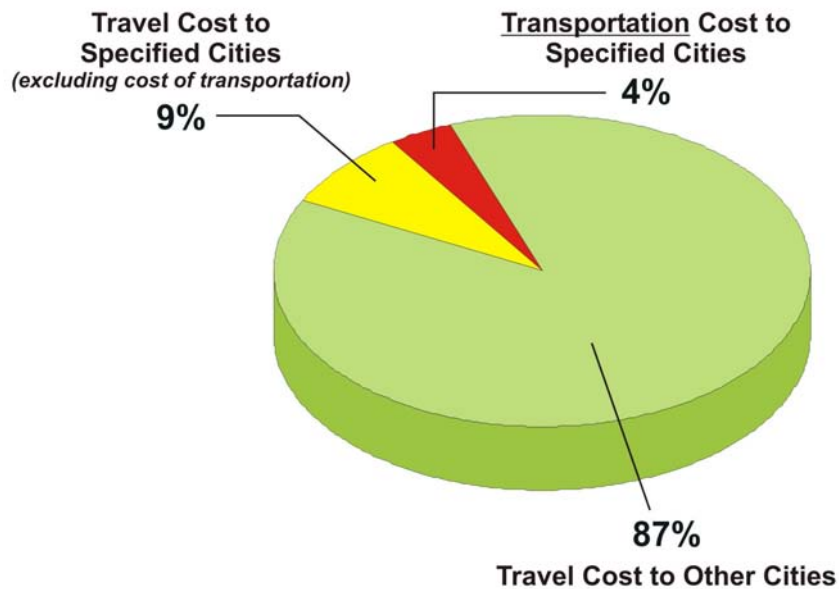
The Resolution for this Study called for us to review employee travel between specified cities (see inset), specifically reviewing the mode of transportation used. However, the State does not keep such **summary** information for travel between specified cities or modes of transportation. The State has available the **total** amount charged on a travel voucher for each traveler, but not the specific charges for various expenses, such as transportation, lodging, or per diem, nor the location of travel or modes of transportation.

CITIES SPECIFICALLY NAMED IN RESOLUTION
Chicago and . . .
• Bloomington
• Carbondale
• Champaign-Urbana
• Macomb
• Springfield

To put the cost of transportation to the specified cities in perspective with the total travel expenditures for the State, the following may be considered (see Exhibit 1-3):

- Transportation is one component of travel cost but there may be other significant costs, such as lodging and per diem.
- Travel is not limited to the specified cities as employees travel throughout the State on business, such as to foster children, road construction sites, and drivers license facilities or to conduct tax audits, bank inspections, and police investigations.
- There are costs for traveling out of state by employees.
- There are costs for traveling by non-employees.
- Some State agencies (e.g., universities) pay for travel from locally held funds.

Exhibit 1-3
SCHEMATIC OF AGENCY TRAVEL COST
In-State Employee Travel Cost to Specified Cities – Estimate (FY05)



Note: Data collected during this Study indicated that agencies' cost of employee travel to the cities specified in LAC Resolution No. 131 approximated 13% of the agency's total travel expenditures of which approximately one-third (or 4%) were transportation-related costs.

Source: Office of the Auditor General's survey of State agencies and review of travel vouchers.

STATE FINANCE ACT

The State of Illinois has established a structure to oversee travel by State employees. The State has already established one important requirement to control travel costs, namely the use of the most economic mode of transportation for the circumstance.

The State Finance Act establishes a Travel Regulation Council that consists of representatives from 10 travel control boards. The Travel Regulation Council is responsible for adopting State Travel Regulations and Reimbursement Rates for all personnel. The Director of the Department of Central Management Services chairs the Travel Regulation Council.

INTERNAL CONTROLS
The key to ensuring that the most economical mode of travel is used may depend on agencies establishing and implementing internal controls.

The Travel Regulation Council, which has the authority to oversee travel by all State employees, has established regulations that call for the most economical method of travel. Council regulations require that *“All travel shall be by the most economical mode of transportation available considering travel time, costs, and work requirements.”* Modes of transportation authorized for official travel include automobiles, railroads, airlines, buses, taxicabs, and other usual means of conveyance. State vehicles may be used when most economical. (80 Ill. Adm. Code 3000.300)

ECONOMIC TRANSPORTATION
<i>“When the use of a common carrier is a reasonable alternative, the mileage payment shall not exceed the cost of its use. A reasonable alternative exists when the cost of travel, taking into account both transportation, time and meal expenses would be less if a common carrier were used.”</i> (Travel Regulation Council, 80 Ill. Adm. Code 3000.610)

The State Finance Act requires travelers to submit vouchers with a certification that the amount was just and the *“. . . journey was performed with all practicable dispatch by the shortest route usually traveled in the customary reasonable manner.”*

FEDERAL TRAVEL RULES
The State’s requirement for employees to use the most economical method of travel is similar to the federal requirement (www.gsa.gov):
41 Code of Federal Regulations, Chapter 301, Subchapter B, Part 301-10, Subpart A §301-10.4 How does my agency select the method of transportation to be used? Your agency must select the method most advantageous to the Government, when cost and other factors are considered. Under 5 U.S.C. 5733, travel must be by the most expeditious means of transportation practicable and commensurate with the nature and purpose of your duties. In addition, your agency must consider energy conservation, total cost to the Government (including costs of per diem, overtime, lost worktime, and actual transportation costs), total distance traveled, number of points visited, and number of travelers.

The State Finance Act also establishes 10 travel control boards that have jurisdiction over their agencies:

1. Attorney General
2. Comptroller
3. Illinois Board of Higher Education (which includes all nine public universities)
4. Legislature (which includes the Auditor General as chairman)
5. Lieutenant Governor
6. Secretary of State
7. Judiciary
8. State Board of Education
9. Treasurer
10. Governor

The individual travel control boards have established requirements about using the most economical mode of transportation considering time, cost, and work

requirements. One of the travel control boards (Illinois Board of Higher Education) encourages the use of agency-owned vehicles whenever possible.

AMTRAK

The Legislative Audit Commission Resolution calling for this Study stated that questions have been raised about whether State travel expenses could be reduced if State employees made increased use of Amtrak to travel between Chicago and the specified cities. According to Amtrak, more than 3 million people in Illinois rode its trains in fiscal year 2004 (see Exhibit 1-4). Amtrak stops in 30 Illinois cities and reported Chicago was its fourth largest station in the U.S. with more than 2.3 million riders.

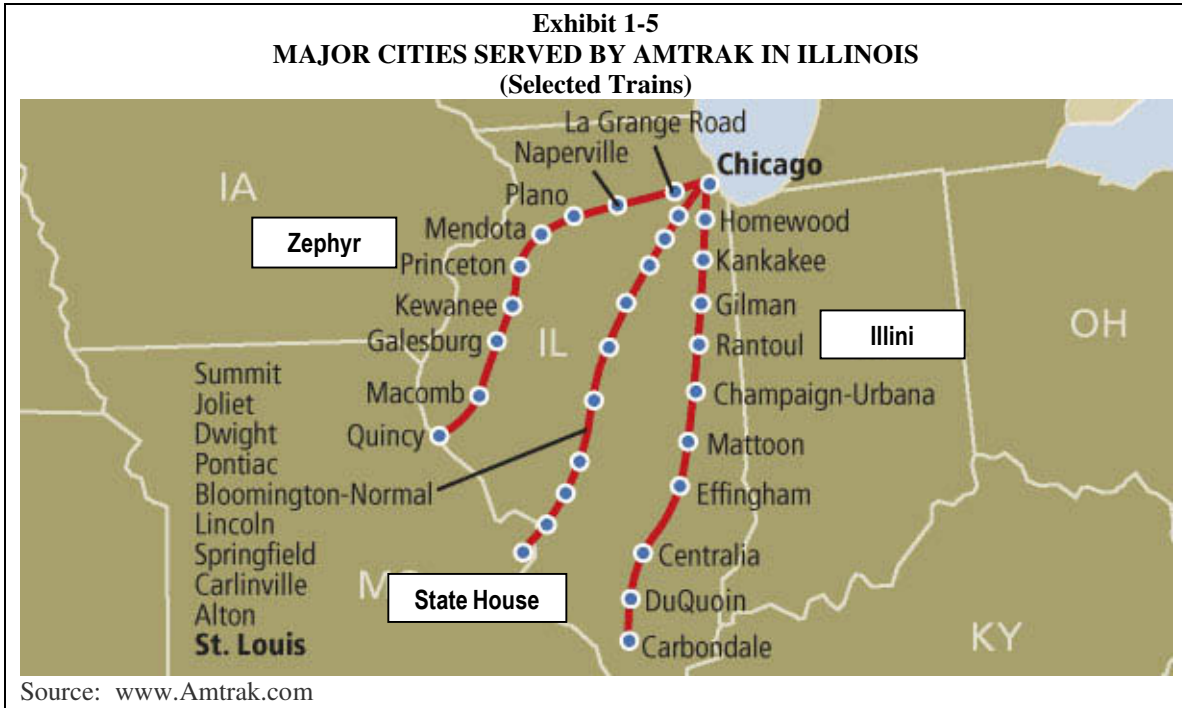
The Illinois Department of Transportation (IDOT) categorizes trains as long distance, corridor, and State subsidized (shown later in Exhibit 3-8). IDOT released statistics for fiscal year 2005 for the State subsidized daily trains it hires Amtrak to run from Chicago. IDOT has paid Amtrak \$12 million per year to operate these trains.¹

- Ridership on the “State House” train increased 12 percent between Chicago and St. Louis (via Springfield) to 120,852 during fiscal year 2005 from 107,732 the previous fiscal year.
- Ridership on the “Illini” train increased 12 percent between Chicago and Carbondale to 121,311 during fiscal year 2005 from 108,099 the previous fiscal year.
- Ridership on the “Zephyr” train increased eight percent between Chicago and Quincy to 113,086 during fiscal year 2005 from 104,516 the previous fiscal year.

Exhibit 1-4 AMTRAK RIDERSHIP By Illinois Station (FY 2004)	
Chicago	2,346,748
Springfield	98,623
Bloomington-Normal	82,905
Champaign-Urbana	76,633
Carbondale	67,664
Galesburg	63,826
Macomb	36,630
Glenview	32,708
Naperville	30,845
Alton	30,221
Quincy	28,843
Joliet	22,466
Homewood	21,217
Princeton	16,648
Mattoon	14,249
Lincoln	13,871
Mendota	11,997
Centralia	9,666
Effingham	9,297
Kankakee	8,897
Pontiac	7,462
La Grange Road	6,679
Kewanee	6,345
Carlinville	5,177
Dwight	4,610
DuQuoin	4,442
Summit	3,130
Plano	1,921
Gilman	995
Rantoul	965
Total (Illinois)	3,065,680
Note: Amtrak received a \$12 million subsidy from the State.	
Source: www.Amtrak.com.	

¹ An August 25, 2005 article in The State Journal-Register stated that, “The state-sponsored locomotives, which attract a mix of college students, business travelers and leisure riders, are different from the cross-country, federally subsidized Amtrak trains that also make stops in Illinois.”

The Illinois cities that are served by these three trains are shown in Exhibit 1-5.



As shown in Exhibit 1-6, during the past four years, the number of State employees purchasing discounted tickets on Amtrak has ranged from 4,785 in fiscal year 2003 to 6,397 in fiscal year 2005. These tickets have been available between Springfield and Chicago, typically for \$16 one-way.

Exhibit 1-6
STATE EMPLOYEES RIDING AMTRAK

<i>Fiscal Year</i>	<i>Ridership</i>	<i>Ticket Revenue</i>
2002	6,225	\$138,672
2003	4,785	\$89,948
2004	5,909	\$102,344
2005	6,397	\$111,938

Source: Amtrak and IDOT.

SCOPE AND METHODOLOGY

This Study was conducted pursuant to Legislative Audit Commission Resolution Number 131. The Resolution directed the Office of the Auditor General to examine State employee travel between Chicago and Bloomington, Carbondale, Champaign-Urbana, Macomb, and Springfield. The Resolution specifically asked us to examine the modes of transportation used and calls for the Study to (see Appendix A):

- Survey agencies to identify methods and controls used by agencies to ensure the most economical mode of transportation and to track employees’ reimbursable travel expenses.

- Survey employees to identify factors that impact modes of transportation, specifically whether changes in Amtrak schedules or reliability would increase ridership.
- Review a limited number of travel vouchers and follow up with agencies and travelers to identify reasons why the specific mode of transportation was selected.

To address these subjects, the Office of the Auditor General conducted two separate surveys for this Study to examine travel between Chicago and the following five cities specifically named in Legislative Audit Commission Resolution No. 131: Bloomington, Carbondale, Champaign-Urbana, Macomb, and Springfield.

- **State Agencies.** In May 2005, we mailed a survey questionnaire to 41 agencies: the 32 agencies that expended at least \$100,000 each for in-state employee travel during fiscal year 2004 according to Comptroller data (see Exhibit 1-7)²; and to all 9 State universities which generally pay for travel expenses from locally held funds. The total expended by the 32 agencies was \$28.4 million, or 96 percent of total State travel (\$29.7 million) recorded by the State Comptroller under

Exhibit 1-7 TRAVEL EXPENDITURES FILED WITH STATE COMPTROLLER'S OFFICE Detail Object Code 1291 Fiscal Year 2004	
<i>Name</i>	<i>Amount</i>
1. Children and Family Services	\$5,904,438.32
2. Human Services	\$3,826,187.86
3. Public Health	\$2,549,731.68
4. Revenue	\$1,276,443.33
5. Transportation	\$1,099,065.66
6. Public Aid ¹	\$1,076,913.12
7. State Board of Education	\$1,063,964.26
8. Supreme Court (Judicial Branch)	\$1,024,614.49
9. Banks and Real Estate ²	\$931,095.96
10. Employment Security	\$928,416.86
11. Insurance ²	\$881,127.17
12. Corrections	\$708,895.63
13. Commerce and Economic Opportunity	\$694,644.63
14. Secretary of State	\$693,347.98
15. Agriculture	\$641,694.92
16. Natural Resources	\$491,213.75
17. Comptroller	\$444,188.88
18. Environmental Protection Agency	\$437,949.32
19. Central Management Services	\$415,022.14
20. Illinois State Police	\$364,108.12
21. General Assembly	\$356,263.90
22. Attorney General	\$274,089.24
23. Emergency Management Agency	\$246,738.91
24. Financial Institutions ²	\$244,285.97
25. Professional Regulation ²	\$232,642.07
26. Capital Development Board	\$206,349.08
27. Illinois Commerce Commission	\$201,083.25
28. Treasurer	\$198,124.69
29. Aging	\$188,696.01
30. Labor	\$168,461.24
31. State Appellate Defender	\$162,997.45
32. Industrial Commission ³	\$160,347.36
33. Guardianship and Advocacy Comm.	\$143,287.76
34. Board of Higher Education	\$126,080.48
Subtotal	\$28,362,511.49
Remaining Agencies	\$1,299,468.30
TOTAL	\$29,661,979.79
¹ The Department of Public Aid was renamed the Department of Healthcare and Family Services. ² These agencies were merged in the Department of Financial and Professional Regulation. ³ The Industrial Commission was renamed the Illinois Workers' Compensation Commission. Source: Illinois Comptroller's web page.	

² As shown in footnote 2 to Exhibit 1-7, four agencies were merged into the Department of Financial and Professional Regulation. Also, separate survey questionnaires were mailed to the House and Senate.

detail object code 1291 (in-state employee travel). All 41 State agencies responded to the survey.

- **Employee Travelers.** In August 2005, we also mailed a survey questionnaire to 551 State employees from these 41 agencies. More than 300 employees responded, including 277 employees who said they had traveled between Chicago and the five cities specified in the Resolution. Employees were selected to receive a questionnaire from various listings, such as top travelers from an agency and travelers between the specified cities. We used lists provided by agencies to the extent possible (i.e., not all agencies provided a list of travelers), otherwise we selected the top 15 travelers from the data filed with the State Comptroller’s Office. As noted in the survey questionnaire’s cover letter, individual employees’ responses to the survey are confidential and only aggregate numbers are reported.

In addition, we reviewed travel vouchers for employees from these various agencies. We downloaded a list of fiscal year 2005 travel vouchers from the Comptroller’s Office for each of the 41 agencies we surveyed. Only one of the nine universities, Southern Illinois University, paid individual travel vouchers via the State Comptroller’s Office using detail object code 1291. Then we selected up to five travel vouchers from each agency (which had travel vouchers charged to detail object code 1291) using a random number generator. We reviewed 182 travel vouchers at the State Comptroller’s Office to determine if they involved travel between the specified cities. Of the 182 travel vouchers, 40 vouchers for 38 employees had 57 trips between the specified cities. We followed up with these 38 employees for an explanation of the mode of transportation and received a response from 35 of the employees.

We obtained some data on Amtrak from their regional representative, web page, and the Illinois Department of Transportation’s Amtrak program manager.

Lastly, this Study was conducted in lieu of House Resolution Number 1039 that directed the Office of the Auditor General to conduct a Study of certain travel expenses (as shown in the inset) for the specified cities. However, there were serious data constraints that limited our ability to complete the Study as directed. State agencies are not required to track travel by Amtrak, automobile, or air, nor are they required to track travel between certain cities (e.g., Chicago and Springfield); therefore, the information desired by House Resolution 1039 was not readily available in any summary form. This means that gathering the information requested by HR 1039 would require reviewing individual travel vouchers to determine if they meet the criteria in HR 1039.

HOUSE RESOLUTION 1039
Travel between Chicago and named cities: 1. What was the number of trips taken? 2. What was the cost of such travel? 3. What additional procedures can make it easier to track travel expenditures?

Chapter Two

AGENCIES' MANAGEMENT OF EMPLOYEE TRAVEL

CHAPTER CONCLUSIONS

More than one-half of the State agencies (22 of 41) responding to a survey questionnaire by the Office of the Auditor General said they have established their own policies regarding the mode of transportation in addition to the policies established by travel control boards. However, approximately 40 percent of the employees from these agencies responded in the survey that they were not fully aware of their agency's travel policy on the mode of transportation to take. The effectiveness of any policy depends on its implementation, including the internal controls (checks and balances) that have been put into effect.

- **Prior Approval.** One-third of the State agencies (14 of 41) said they did not require employees to obtain approval regarding the mode of transportation used for travel on State business prior to traveling.
- **Tracking.** Many State agencies (25 of 41) said they did not track employee travel in detail, such as the number of trips, mode of transportation taken, or location of travel.
- **Controls.** Most State agencies (34 of 41) said they had established some method for ensuring their employees used the most economical mode of transportation, such as prior approval by supervisor, reservations through the travel coordinator, or carpooling.

State agencies responding to our survey estimated their employees took 19,280 trips between Chicago and one of the specified cities during July 1, 2004 to March 31, 2005. Seventy-four percent of the trips occurred between Chicago and Springfield. Agencies reported employees used the following modes of transportation for the 19,280 trips:

- 41% – Personal vehicle
- 22% – State vehicle
- 14% – State airplane
- 12% – Amtrak
- 4% – Commercial airplane
- 7% – Other modes of transportation

We also surveyed State employees who traveled between Chicago and the specified cities during fiscal year 2005 and they reported similar results. Personal vehicles were the most frequent mode of transportation used (48% of the trips). Similar to the agency responses, employees reported using Amtrak for 12 percent of their trips.

AGENCY SURVEY RESPONSES

In May 2005, we mailed a survey questionnaire to the 32 State agencies that, according to the Comptroller’s data, expended at least \$100,000 each for in-state employee travel during fiscal year 2004 and to all 9 State universities. These 41 State agencies in our survey estimated their employees took 19,280 trips between Chicago and the specified cities during the first 3 quarters of fiscal year 2005 (not all agencies provided an estimate as shown later).

- Most of the travel was between Chicago and Springfield (14,282 or 74%), followed by Chicago and Champaign-Urbana (3,366 or 17%).
- The largest percent of travel was in personal vehicles (7,854 or 41%), followed by the State vehicle motor pool (4,226 or 22%), State airplane (2,684 or 14%), and Amtrak (2,363 or 12%). See Exhibit 2-1.

Exhibit 2-1							
NUMBER OF TRIPS TAKEN BY AGENCY EMPLOYEES							
Between July 1, 2004 to March 31, 2005							
TRAVEL BETWEEN CHICAGO AND THE FOLLOWING CITIES:							
<i>Mode of Transportation Used</i>	<i>Bloomington</i>	<i>Carbondale</i>	<i>Champaign-Urbana</i>	<i>Macomb</i>	<i>Springfield</i>	<i>Total</i>	<i>%</i>
A) Personal Vehicle	543	129	1,480	171	5,531	7,854	41%
B) State Vehicle (e.g., motor pool)	103	65	1,306	115	2,637	4,226	22%
C) State Airplane	0	12	0	1	2,671	2,684	14%
D) Amtrak	118	122	155	169	1,799	2,363	12%
E) Commercial Airplane	0	15	112	0	737	864	4%
F) Other (e.g., bus, carpooling)	8	9	193	0	576	786	4%
G) Rental Vehicle paid by State (e.g., Enterprise, Hertz)	38	0	120	14	331	503	3%
TOTAL	810	352	3,366	470	14,282	19,280	100%
Percentage	4%	2%	17%	2%	74%	100% ¹	

¹Total does not add due to rounding.
Source: Auditor General’s survey of 41 State agencies.

In addition, we mailed a survey questionnaire to 551 State employees from these 41 agencies in August 2005. State employees that responded to our survey indicated they took 2,972 trips³ between Chicago and the specified cities during fiscal year 2005 (see Exhibit 2-2). Most of the travel was between Chicago and Springfield (2,169 or 73%). The largest percent of travel was in personal vehicles (1,420 or 48%), followed by the State vehicle motor pool (721 or 24%), Amtrak (350 or 12%), and State airplane (296 or 10%).

³ For an additional 128 trips between the specified cities, employees did not clearly specify their mode of transportation and, therefore, they could not be included in Exhibit 2-2.

Exhibit 2-2							
NUMBER OF TRIPS REPORTED BY SAMPLED EMPLOYEES							
Fiscal Year 2005							
TRAVEL BETWEEN CHICAGO AND THE FOLLOWING CITIES:							
<i>Mode of Transportation Used</i>	<i>Bloomington</i>	<i>Carbondale</i>	<i>Champaign-Urbana</i>	<i>Macomb</i>	<i>Springfield</i>	<i>Total</i>	<i>%</i>
A) Personal Vehicle	320	45	154	20	881	1,420	48%
B) State Vehicle (e.g., motor pool)	59	16	88	8	550	721	24%
C) Amtrak	14	23	6	10	297	350	12%
D) State Airplane	0	0	0	0	296	296	10%
E) Rental Vehicle paid by State (e.g., Enterprise, Hertz)	1	5	3	0	75	84	3%
F) Other (e.g., bus, carpooling)	10	0	11	1	36	58	2%
G) Commercial Airplane	5	3	1	0	34	43	1%
TOTAL	409	92	263	39	2,169	2,972	100%
Percentage	14%	3%	9%	1%	73%	100%	

Source: Auditor General's survey of State employees.

TRAVEL COST BETWEEN SPECIFIED CITIES – AGENCIES' ESTIMATE

The Auditor General's May 2005 survey questionnaire also requested State agencies to report how much of their travel was between the specified cities during the first 3 quarters of fiscal year 2005. Agencies estimated that 13 percent of their total travel (\$2.5 of \$19.5 million) occurred between Chicago and the specified cities during the first 3 quarters of fiscal year 2005.

Nine of the State agencies had less than 10 percent of their total travel between the specified cities; 13 agencies had 10 percent to 25 percent of their total travel between the specified cities; and 10 agencies had more than 25 percent of their total travel between the specified cities. Nine agencies did not have the information readily available to provide an estimate, as shown in Exhibit 2-3.

The May 2005 survey then asked State agencies to estimate the number of trips taken between the specified cities during the first three quarters of fiscal year 2005. Seven agencies reported they had less than 100 trips, 16 agencies had between 100 and 500 trips, 5 agencies had between 501 and 1,000 trips, and 7 agencies had over 1,000 trips. Five agencies could not provide the information and a sixth said their city did not have an Amtrak station.

Exhibit 2-3			
TRAVEL BETWEEN THE SPECIFIED CITIES			
Between July 1, 2004 to March 31, 2005			
Agency	Total Travel Cost	Cost of Trips to Specified Cities	Percent of Travel Cost
1. Children and Family Services	\$3,336,365	\$60,000	2%
2. Guardianship and Advocacy Commission	\$75,878	\$2,054	3%
3. Agriculture	\$441,139	\$13,000	3%
4. Revenue	\$998,800	\$40,000 ²	4%
5. Human Services	\$2,460,847	\$94,902 ^{3,4}	4%
6. Chicago State University	\$54,000	\$3,232 ¹	6% ¹
7. State Board of Education	\$528,677	\$31,170 ³	6%
8. Financial and Professional Regulation	\$1,300,000 ^{1,4}	\$94,100 ^{1,4}	7% ¹
9. Public Health	\$1,615,104	\$150,000 ¹	9% ¹
10. Emergency Management Agency	\$161,124	\$16,112 ¹	10% ¹
11. Board of Higher Education	\$37,600	\$4,770	13%
12. Illinois State Police	\$490,385	\$65,514 ¹	13% ¹
13. Capital Development Board	\$131,273	\$20,000 ¹	15% ¹
14. Workers’ Compensation Commission	\$101,242	\$16,600 ¹	16% ¹
15. Employment Security	\$723,545	\$128,230	18%
16. State Appellate Defender	\$127,763	\$23,647	19%
17. Healthcare and Family Services	\$943,350	\$176,744	19%
18. Comptroller	\$55,518	\$11,206	20%
19. University of Illinois	\$2,983,034	\$596,607 ¹	20% ¹
20. Labor	\$115,900	\$24,000	21%
21. Western Illinois University	\$570,000	\$123,000	22%
22. Judicial Branch	\$158,571	\$36,264	23%
23. Aging	\$178,957	\$50,000 ¹	28% ¹
24. Southern Illinois University – Carbondale	\$302,718	\$85,521 ¹	28% ¹
25. Secretary of State	\$455,532	\$130,607	29%
26. Northeastern Illinois University	\$26,313	\$8,900 ¹	34% ¹
27. Illinois Commerce Commission	\$163,064	\$55,963	34%
28. Treasurer	\$154,973	\$55,804	36%
29. General Assembly (House)	\$234,420 ¹	\$91,700 ¹	39% ¹
30. Illinois State University	\$302,999	\$124,230	41%
31. Attorney General	\$233,451	\$113,691	49%
32. General Assembly (Senate)	\$55,722	\$32,382 ¹	58% ¹
Subtotal	\$19,518,264	\$2,479,950	
33. Central Management Services	\$531,780	Not Provided	n/a
34. Commerce and Economic Opportunity	\$399,978	Not Provided	n/a
35. Corrections	\$301,000 ¹	Not Provided	n/a
36. Eastern Illinois University	Not Provided	Not Provided	n/a
37. Environmental Protection Agency	\$337,896	Not Provided	n/a
38. Governors State University	\$153,595 ⁵	Not Provided	n/a
39. Natural Resources	\$246,725	Not Provided	n/a
40. Northern Illinois University	\$509,950	Not Provided	n/a
41. Transportation	\$661,437	Not Provided	n/a
TOTAL	\$22,660,625	\$2,479,950	
¹ Agency estimate ² Identified only airfare - \$40,000 (or 4% of total travel cost) ³ Transportation cost only ⁴ Excludes cost of State vehicles ⁵ At June 28, 2005 Source: Auditor General’s survey of 41 State agencies.			

Agencies’ Travel Policies

The Office of the Auditor General’s survey questionnaire to State agencies and employees asked if agencies’ had travel policies: “Does your agency have specific written policies, procedures, or criteria that delineate which mode of transportation must be taken for travel?”

- Over one-half of the agencies (22 of 41) responded that, in addition to the travel policies established by travel control boards, their agency had established travel policies that delineate which mode of transportation must be taken for travel. The remaining 19 agencies said they used only the State’s policies (see Exhibit 2-4).
- For these 22 agencies that had a policy on which mode of transportation to use, 58 of 146 responding employees (40%) told us in their survey questionnaire that their agency did not have a travel policy on which mode of transportation must be used. Conversely, for the 19 agencies without a travel policy, 48 of 125 (38%) employees told us their agency had established a travel policy on which mode of transportation to use when their agency said no such policy existed.

Exhibit 2-4 AGENCIES WITH TRAVEL POLICIES	
Does your agency have specific written policies, procedures, or criteria that delineate which mode of transportation must be taken for travel?	
Yes – have additional agency policies	22
No – use State’s policies only	19
Source: Auditor General’s survey of 41 State agencies.	

Prior Approval

Approximately one-third of the State agencies we surveyed did not require their employees to obtain approval prior to commencing travel regarding the mode of transportation used for State business. When asked for their approval process, 20 of 41 agencies said their employees were required to obtain approval before traveling regarding the mode of transportation to use, and 7 more agencies said prior approval was required only for certain types of travel (e.g., for air transportation, out-of-state travel, conferences, vehicle rentals, and use of motor pool). The remaining 14 agencies said they did not require employees to obtain approval prior to traveling regarding the mode of transportation to use for travel.

SURVEY QUESTION
<i>“Does your agency require employees to obtain prior approval regarding the mode of transportation to use for travel on State business?”</i>

However, employees’ answers to our survey question indicated that approximately one-half of their employees were not properly aware of the agency’s policy on prior approvals regarding the mode of transportation to use for travel on State business:

- For the 27 agencies that required prior approval regarding the mode of transportation to use for travel, 98 of 183 employees (54%) said their agency required prior approval for such travel. However, the remaining 85 employees

(46%) said in the survey questionnaire that no prior approval was required regarding the mode of transportation to use for travel.

- Conversely, for the 14 agencies that told us in their survey questionnaire they did not require prior approval regarding the mode of transportation to use for travel, 49 of 89 employees said their agency did not require prior approval for such travel. However, the remaining 40 employees (45%) said in the survey questionnaire that prior approval was required regarding the mode of transportation to use for travel.

Methods for Ensuring Economic Travel

More than 80 percent of the State agencies (34 of 41) said in the survey questionnaire they had methods for ensuring employees used the most economical mode of transportation, such as prior approval by the supervisor, reservations through the travel coordinator, use of a travel agent, and/or carpooling. Seven agencies (17%) did not specify any method for ensuring that all transportation is by the most economical method (see Exhibit 2-5).

Exhibit 2-5 METHODS USED TO ENSURE ECONOMICAL TRANSPORTATION				
Agencies could select <i>more than one</i> of the following methods ¹ listed on the survey questionnaire				
<i>Prior Approval by Supervisor</i>	<i>Reservations by the Travel Coordinator</i>	<i>Reservations by a Travel Agent</i>	<i>Carpooling</i>	<i>No Method Specified</i>
25	8	5 ²	6	7
¹ Other controls listed by agencies included a reimbursement review process, prior approval by the fiscal officer, post audit of travel vouchers, prior approval for travel exceeding \$1,000, and use of State vehicles. ² Five agencies reported using travel agents: Chicago State University, Governors State University, Department of Revenue, Department of Transportation, and State Treasurer. Department of Revenue said they had an in-house travel office staffed by a full time travel agent.				
Source: Auditor General’s survey of 41 State agencies.				

Tracking Employee Travel

A total of 61 percent of the State agencies (25 of 41) said in the survey questionnaire they did not track employee travel in detail, such as the number of trips, mode of transportation taken, or location of travel. Only 39 percent of the agencies (16 of 41) said they had some means of tracking employee travel in detail (see Exhibit 2-6). Examples of tracking reported by the agencies included the following:

- Attorney General utilized an Expenditure Detail Database – Travel Log that had the voucher number and traveler name, departure and return dates, destination, and travel purpose.
- Department of Corrections used a spreadsheet to track traveler data that contained the employee’s name, month of travel, mode of transportation, city-to-city information, cost of mileage, transportation, per diem, lodging, and total cost for the current fiscal year.

- Chicago State University had a database to track travel information such as: payee, date and type of travel, account, organization, program and document codes, and amount paid.
- Guardianship and Advocacy Commission’s database captured travel cost by: employee, mileage, per diem, lodging, transportation, and other expenses.
- Southern Illinois University – Carbondale entered some information from the travel vouchers into their financial transaction database.

Exhibit 2-6 TRACKING TRAVEL	
Does your agency have data (<i>e.g., reports, spreadsheet, database</i>) to track employee travel, such as the number of trips, mode of transportation taken, location of travel, or their cost?	
Yes (<i>Track travel</i>)	16
No (<i>Do not track travel</i>)	25
Source: Auditor General’s survey of 41 State agencies.	

Chapter Three

AMTRAK USAGE

CHAPTER CONCLUSIONS

Amtrak was used for 12 percent of the trips between Chicago and the specified cities, based on responses to the Auditor General's survey by both State agencies and employees. When asked whether any changes would realistically increase the use of Amtrak for future State travel, 11 of 41 State agencies (27%) reported that no changes would increase their use of Amtrak. Similarly, more than 40 percent of the State employees responded that no changes would increase their use of Amtrak.

In their survey responses, both agencies and employees indicated that Amtrak needed to be more reliable and offer more or different departure/arrival times. On a scale of 1 ("not important") to 5 ("very important"), agencies and employees rated the need for reliability and more trains at nearly 5 in their responses to our survey questionnaires.

Most of the 96 employee respondents to the Auditor General's survey – who used Amtrak during fiscal year 2005 – rated their overall experience with Amtrak as either average or above average: 62 percent rated their overall experience as excellent or good, 19 percent as average, and 19 percent as below average or poor.

The Illinois Department of Transportation (IDOT) provided performance records for the 12 trains which serve the cities specified in LAC Resolution Number 131, including 34 arrival and/or departure times (or segments) for these 12 trains. For example, the performance records provided for the train from Springfield to Chicago had three segments: Springfield departure time, Bloomington departure time, and Chicago arrival time. Performance records provided by IDOT showed the average timeliness of Amtrak trains during the 11-month period of October 2004 to August 2005 was as follows:

- 5 segments (15%) were at least 90 percent on time.
- 12 segments (35%) were 75 percent to 89 percent on time.
- The remaining 17 segments (50%) were less than 75 percent on time.

If a train departs within 10 minutes of its schedule, it is considered on time, according to Amtrak information obtained by IDOT. This variance (also called tolerance) is higher for arrival at the final destination – it is 15 minutes for short corridor trains (numbers 300, 303, 304, 305, 347, 348, 391, and 392) and 30 minutes for long distance trains (numbers 21, 22, 58, and 59). Therefore, a long distance train that is up to 30 minutes late is still considered on time.

We selected 182 travel vouchers and found 40 vouchers were for travel to the specified cities. We sent these employees a survey questionnaire and received responses from 35 employees who had taken 54 trips. Approximately one-half of these trips were

in a vehicle (personal, State, carpool), 19 percent were by Amtrak, 23 percent were by State or commercial plane, and the rest were by other modes of transportation. These travelers provided the following types of reasons for choosing their particular mode of transportation:

- A personal or State vehicle was needed for various reasons – meeting schedules, multiple locations, on-site inspections, unplanned trips, or carrying multiple files.
- A plane was needed for reliability and timeliness, working in both Chicago and Springfield the same day, maximizing work hours, and accommodating schedules.
- Amtrak was used because it was the most economical mode of transportation (e.g., fuel costs, parking costs in Chicago).

EMPLOYEE TRAVELERS

The Office of the Auditor General’s survey questionnaire asked employees if they had a preferred mode of transportation. Nearly 80 percent of the responding employees (217 of 277) said they had a preferred mode of transportation (see Exhibit 3-1). Of these 80 percent with a preference, most preferred vehicles because of the following types of reasons:

- Amtrak was not a reliable mode of transportation.
- Travel involved multiple stops.
- Equipment or luggage needed to be carried.
- Flexibility.
- Personal reasons, such as safety.

	<i>Respondents</i>	<i>%</i>
Personal Vehicle/ Automobile	101	47%
Amtrak	38	18%
State Vehicle	26	12%
State Airplane	18	8%
Other (carpooling, commercial airplane, unspecified, etc.)	34	16%
TOTAL	217	100%¹

¹ Total does not add due to rounding.
Source: Auditor General’s survey of State employees.

Overall Experience With Amtrak

The Auditor General’s survey questionnaire asked employees about their overall experience with Amtrak. Ninety-six responding employees said they had traveled on Amtrak during fiscal year 2005 and most gave Amtrak a good to excellent overall rating (see Exhibit 3-2).

	<i>Respondents</i>	<i>%</i>
Excellent	16	17%
Good	43	45%
Average	18	19%
Below Average	12	13%
Poor	6	6%
Other ¹	1	1%
TOTAL	96	100%²

¹ One traveler had multiple ratings.
² Total does not add due to rounding.
Source: Auditor General’s survey of State employees.

These employees also wrote the following types of comments about their overall experience with Amtrak (e.g., reliability, schedule, service, etc.) in response to the survey questionnaire, as shown below in Exhibit 3-3:

Respondent #	Reliability	Schedule	Service	Compliment	Other	Exhibit 3-3
						<i>Employee Survey Question: If you used Amtrak for travel listed above, what was your overall experience with Amtrak (you may also comment on what you liked or disliked about Amtrak)?</i>
20			3			I've encountered some very surly train conductors and the train is sometimes very dirty.
32	3				3	On-time schedule is unreliable, often times trips between Springfield and Chicago are sold out.
81		3	3		3	Often too cold in the cars during the summer. The schedule can be very inconvenient to make it to meetings in Springfield, requiring an extra day of travel, and lost personal time.
99	3	3				Lack of dependability and infrequency/inconvenience of departure times from Springfield to Chicago is a serious impediment to more frequent use.
109	3					Train was cancelled once and 5 hours late on other occasion.
122	3				3	Very often late - to be on time for a meeting, I would have to travel the day before - adding hotel charges and per diem to the total cost.
129				3	3	I like to travel on Amtrak when its schedule fits mine. Using Amtrak for many trips would require an overnight stay, taxi fare, and other expenses and inconveniences.
133	3				3	The disadvantage with Amtrak is that it is rarely on time. Otherwise, I like it very much. It simply cannot be used if I'm on a tight time schedule.
145	3	3	3	3		Chicago Amtrak employees are generally surly. Most train crew members are good though. Reliability and schedule are the biggest problems, with speed next. If these things were up to where we should be in the 21 st century, I would take Amtrak all the time. Price is amazingly low, which is great.
156		3			3	...The departure time from Springfield is not ideal. Also, tickets have to be booked well in advance to get the best price; also need to travel to Amtrak Station in Chicago.
176		3			3	Travel schedule not conducive to State business, especially if avoiding hotel expenses.
181	3		3			It's always late. I have had bad experiences over the years with rowdy passengers who have recently been released from the prisons in Springfield, Lincoln, Pontiac, and Dwight.
192				3		Train was on-time or early each time.
213	3					Averaged 2+ hours late on Springfield - Chicago route.
216	3	3				Amtrak is frequently late – Its schedule is not conducive to back and forth same day travel from Chicago to Springfield.
221		3	3			Inconvenient timetable, poor air and conditions, crowded, not safe due to ridership.
227	3					The train was not on time. If I could depend on the schedule, I would never drive. I would only take Amtrak.
238	3					The trip itself is not the problem, but there were three separate occasions where the train was extremely delayed (for two of those, I stayed over an extra night and found a ride with another employee back to Chicago the next day)
251	3			3	3	Amtrak employees work hard. I would take Amtrak more often if it arrived on time. We need to support Amtrak with more funds and its own tracks so it does not have to stop for freight trains. Add an a.m. and p.m. Chicago/Springfield express train. Rearrange Chicago departure area. I might also recommend some food vendors for the Springfield station i.e. sandwiches/soup to go.
273	3			3		The 6:32 a.m. train is almost always on schedule. Later trains are often late. Return trips on the 3:20 p.m. & 5:15 p.m. from Chicago are generally on schedule. Food is satisfactory. Can sleep, eat, do work – better than driving and battling traffic.

Source: Auditor General's survey of State employees.

Reasons for Not Using Amtrak

The Auditor General's survey questionnaire asked employees to provide their reasons if they did not use Amtrak for all their State business travel. Many of the 277 employees cited the lack of reliability as a reason for not using Amtrak, along with train schedules not being convenient:

- 161 employees (58%) said Amtrak schedules were not convenient.
- 141 employees (51%) said Amtrak trains were not reliable (e.g., not on time).
- 141 employees (51%) said location of the office or meeting was not close to the train station.
- 105 employees (38%) said it was their personal preference not to use Amtrak (e.g., physical comfort, safety, food, etc.).
- 112 employees (40%) said total travel cost was lower by not using Amtrak (e.g., traveled with other employees in a vehicle).
- 61 employees (22%) said they had other reasons.

These employees also wrote the following types of comments about why they did not use Amtrak (e.g., schedule, personal preference) in response to the survey questionnaire, as shown below in Exhibit 3-4:

Respondent #	Schedule	Personal Preference	Location (e.g., Meeting/Office)	Other	Exhibit 3-4
					<i>Employee Survey Question: If you did <u>not</u> use Amtrak for all travel listed above, what factors influenced the mode of transportation that you selected?</i>
3		3			[Did not use Amtrak due to traveler] carrying items, mobility issue.
4			3	3	Multiple meetings scheduled so the train would not work even if I arranged for people to pick me up from the station; e.g. I travel to Springfield on Tuesday then Harrisburg on Wednesday
70		3			Do not rely on other people. My personal vehicle guarantees my schedule is kept.
71				3	The amount of equipment and supplies I carry and the duration of my stays.
77		3		3	I like to travel in my personal vehicle. I feel more safe.
92		3		3	Convenience and time savings by State plane.
95		3			Decided to take car.
98	3				One-day meetings – Amtrak schedules not convenient - not always reliable.
103			3	3	Had to travel to West Suburban office, as well as, Chicago office and bring equipment – could not bring equipment on train – too much to handle – and train also does not go to West Suburban office. Biggest issue was too much equipment to carry on train. I was transporting about 10 pieces.
109			3	3	Many times I go to Chicago, then to Oak Brook, Wheaton or Harvey. The train does not go there. Other times I am transporting 4 to 5 boxes of files that would be hard to take on the train.
145	3				The only reliable train from Springfield is the 6 a.m. train. That’s a huge detriment.
169				3	It [Amtrak] is slower than other modes of travel.
181				3	If I travel by train it inevitably requires a night stay, which is more expensive than using an Agency car and driving back the same day.
202		3	3		Convenience, combining other State-related trips within locale.
235		3	3	3	Taking Amtrak would involve me driving 20 minutes to the station from my house (no mass transit), hope to get a parking space, wait for the train (hopefully on time, but unlikely), ride the train to Chicago (3½ hour minimum), and take a cab to hotel/meeting location. All told this far exceeds the 3-hour drive from my house to Chicago. Driving affords me the greatest flexibility in schedule and adapts better to change than Amtrak or flying.
246				3	Recently the train has been booked – I tend to travel last minute and this has been a problem.
258			3	3	Amtrak station too far from my home. After adding cab fare in (to and from station plus around Springfield) train is not really cost effective.

Source: Auditor General’s survey of State employees.

TIMELINESS OF AMTRAK TRAINS

The cities specified in Legislative Audit Commission Resolution Number 131 were served by 12 Amtrak trains shown below (and in Exhibit 3-5):

- The Springfield–Bloomington–Chicago route had six trains (3 each way);
- The Carbondale–Champaign/Urbana–Chicago route had four trains (2 each way); and
- The Macomb–Chicago route had two trains (1 each way).

Exhibit 3-5 TRAIN SCHEDULE							
Springfield – Bloomington – Chicago							
Train Number	300	22	304	Train Number	303	21	305
Leaves Springfield	6:33 a.m.	10:34 a.m.	5:07 p.m.	Leaves Chicago	8:15 a.m.	3:20 p.m.	5:15 p.m.
Leaves Bloomington	7:31 a.m.	11:47 a.m.	6:11 p.m.	Leaves Bloomington	10:29 a.m.	5:39 p.m.	7:29 p.m.
Arrives Chicago	9:55 a.m.	2:19 p.m.	8:45 p.m.	Arrives Springfield	11:35 a.m.	6:49 p.m.	8:39 p.m.
Macomb – Chicago							
Train Number	348			Train Number	347		
Leaves Macomb	7:00 a.m.			Leaves Chicago	5:55 p.m.		
Arrives Chicago	10:35 a.m.			Arrives Macomb	9:12 p.m.		
Carbondale – Champaign-Urbana – Chicago							
Train Number	58	392	Train Number	391	59		
Leaves Carbondale	3:16 a.m.	4:05 p.m.	Leaves Chicago	4:05 p.m.	8:00 p.m.		
Leaves Champaign-Urbana	6:10 a.m.	6:49 p.m.	Leaves Champaign-Urbana	6:15 p.m.	10:34 p.m.		
Arrives Chicago	9:00 a.m.	9:35 p.m.	Arrives Carbondale	9:35 p.m.	1:21 a.m.		
Source: www.Amtrak.com							

State agencies and employees who traveled on State business during fiscal year 2005 said Amtrak trains need to be more timely, and also need to arrive and depart at times that suit business travelers. Performance statistics obtained by the Illinois Department of Transportation (IDOT) from Amtrak indicated some Amtrak trains were timely while others were not; even the trains subsidized by the State were not always on time.

According to IDOT, if a train departs within **10 minutes** of its schedule, it is considered on time. This variance (also called tolerance) is higher for arrival at the final destination – it is **15 minutes** for short corridor trains (numbers 300, 303, 304, 305, 347, 348, 391, and 392) and **30 minutes** for long distance trains (numbers 21, 22, 58, and 59). Therefore, a long distance train that is up to 30 minutes late is still considered on time.

IDOT provided us performance records that showed the average timeliness of Amtrak trains for October 2004 to August 2005 (see Exhibit 3-6):

- **Train number 22** (10:34 a.m.), which originates in Texas and goes to Chicago via Springfield and Bloomington, was consistently late; it departed Springfield on time only 29 percent of the time and reached Chicago on time only 47 percent of the time.
- **Train number 304** (5:07 p.m.) departed Springfield on time 54 percent of the time. Its departures from Bloomington were worse – only 38 percent on time – although it reached Chicago on time 67 percent of the time.
- **Train number 300** (6:33 a.m.) departed Springfield on time 85 percent of the time and reached Chicago on time 80 percent of the time.

Exhibit 3-6 ON-TIME DEPARTURES FOR SPRINGFIELD TO CHICAGO TRAINS October 2004 to August 2005			
<i>Train #</i>	<i>Station</i>	<i>Departure¹</i>	<i>Average</i>
22	Springfield	10:34 a.m.	29%
	Bloomington	11:47 a.m.	29%
	Chicago ¹	2:19 p.m.	47%
304	Springfield	5:07 p.m.	54%
	Bloomington	6:11 p.m.	38%
	Chicago ¹	8:45 p.m.	67%
300	Springfield	6:33 a.m.	85%
	Bloomington	7:31 a.m.	77%
	Chicago ¹	9:55 a.m.	80%

¹ Since the train ends in Chicago, the times shown for Chicago are arrival times.
Source: IDOT and Amtrak.

The three trains from Chicago departed on time at least 92 percent of the time but were delayed before they reached Springfield, as indicated by their Springfield departures which were only 50 percent to 73 percent on time (see Exhibit 3-7):

- **Train number 303** (8:15 a.m.) departed Chicago on time 98 percent of the time but then departed Bloomington on time only 66 percent of the time for Springfield (50% on-time departures).
- **Train number 305** (5:15 p.m.) departed Chicago on time 95 percent of the time but then departed Bloomington on time only 57 percent of the time for Springfield (73% on-time departures).
- **Train number 21** (3:20 p.m.) departed Chicago on time 92 percent of the time but then departed Bloomington on time only 76 percent of the time for Springfield (63% on-time departures).

Exhibit 3-7 ON-TIME DEPARTURES FOR CHICAGO TO SPRINGFIELD TRAINS October 2004 to August 2005			
<i>Train #</i>	<i>Station</i>	<i>Departure</i>	<i>Average</i>
303	Chicago	8:15 a.m.	98%
	Bloomington	10:29 a.m.	66%
	Springfield	11:35 a.m.	50%
305	Chicago	5:15 p.m.	95%
	Bloomington	7:29 p.m.	57%
	Springfield	8:39 p.m.	73%
21	Chicago	3:20 p.m.	92%
	Bloomington	5:39 p.m.	76%
	Springfield	6:49 p.m.	63%

Note: On-time performance results at each station based upon an assumed 10-minute tolerance.
Source: IDOT and Amtrak.

As another example, train number 392 departed Carbondale on time 100 percent of the time but regularly got delayed to Champaign-Urbana (average on-time departures only 37 percent) before arriving in Chicago on time 86 percent of the time.

Amtrak Timeliness Statistics

The Illinois Department of Transportation (IDOT) provided performance records for the 12 trains which serve the cities specified in LAC Resolution Number 131, including 34 arrival and/or departure times (or segments) for these 12 trains. For example, the performance records provided for the train from Springfield to Chicago had three segments: Springfield departure time, Bloomington departure time, and Chicago arrival time. Performance records provided by IDOT showed the average timeliness of Amtrak trains during the 11-month period of October 2004 to August 2005 was as follows:

- On only five segments (15%) trains were on time at least 90 percent of the time.
- On 12 segments (35%) trains were on time between 75 percent to 89 percent of the time.
- On the remaining 17 segments (50%) trains were on time less than 75 percent of the time.

Exhibit 3-8 details the on-time performance for each of the 34 segments subject to the scope of this Study while Exhibit 3-9 depicts this timeliness information graphically.

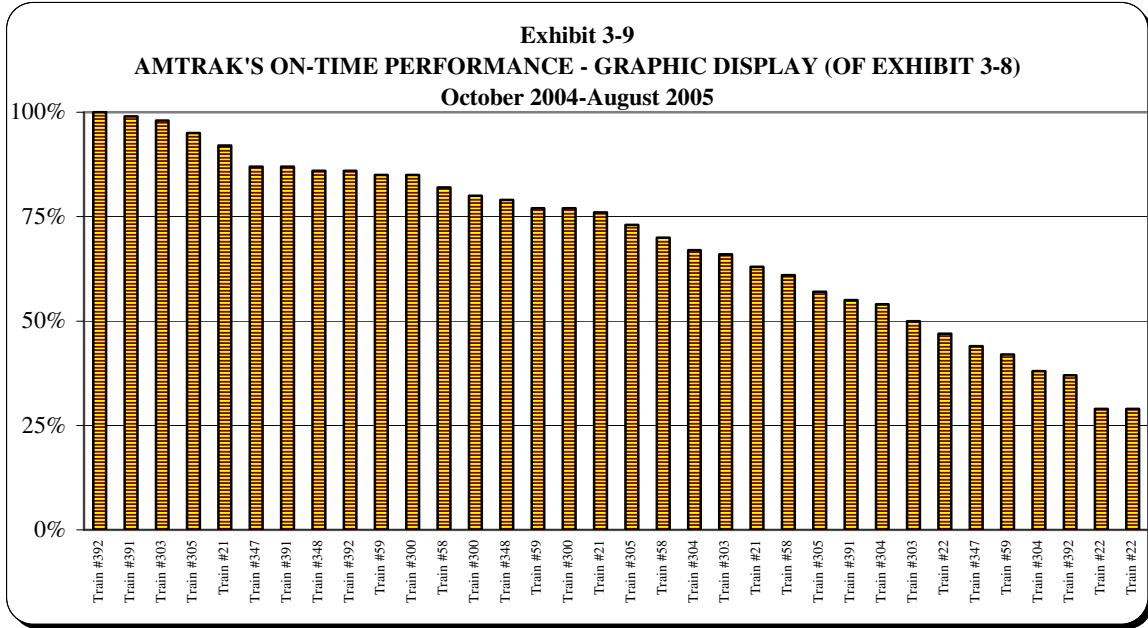
Exhibit 3-8
AMTRAK'S ON-TIME PERFORMANCE
October 2004 to August 2005

<i>Train #</i>	<i>Station</i>	<i>Departure/ Arrival</i> ¹	<i>Tolerance (Minutes)</i> ²	<i>On-Time Performance (Average)</i>	<i>Type</i>
392	Carbondale	4:05 p.m.	10	100%	State subsidized train
391	Chicago	4:05 p.m.	10	99%	State subsidized train
303	Chicago	8:15 a.m.	10	98%	Corridor train
305	Chicago	5:15 p.m.	10	95%	State subsidized train
21	Chicago	3:20 p.m.	10	92%	Long distance train
347	Chicago	5:55 p.m.	10	87%	State subsidized train
391	Carbondale	9:35 p.m.	15 ²	87%	State subsidized train
348	Chicago	10:35 a.m.	15 ²	86%	State subsidized train
392	Chicago	9:35 p.m.	15 ²	86%	State subsidized train
300	Springfield	6:33 a.m.	10	85%	State subsidized train
59	Chicago	8:00 p.m.	10	85%	Long distance train
58	Chicago	9:00 a.m.	30 ²	82%	Long distance train
300	Chicago	9:55 a.m.	15 ²	80%	State subsidized train
348	Macomb	7:00 a.m.	10	79%	State subsidized train
300	Bloomington	7:31 a.m.	10	77%	State subsidized train
59	Champaign-Urbana	10:34 p.m.	10	77%	Long distance train
21	Bloomington	5:39 p.m.	10	76%	Long distance train
305	Springfield	8:39 p.m.	10	73%	State subsidized train
58	Carbondale	3:16 a.m.	10	70%	Long distance train
304	Chicago	8:45 p.m.	15 ²	67%	Corridor train
303	Bloomington	10:29 a.m.	10	66%	Corridor train
21	Springfield	6:49 p.m.	10	63%	Long distance train
58	Champaign-Urbana	6:10 a.m.	10	61%	Long distance train
305	Bloomington	7:29 p.m.	10	57%	State subsidized train
391	Champaign-Urbana	6:15 p.m.	10	55%	State subsidized train
304	Springfield	5:07 p.m.	10	54%	Corridor train
303	Springfield	11:35 a.m.	10	50%	Corridor train
22	Chicago	2:19 p.m.	30 ²	47%	Long distance train
347	Macomb	9:12 p.m.	10	44%	State subsidized train
59	Carbondale	1:21 a.m.	10	42%	Long distance train
304	Bloomington	6:11 p.m.	10	38%	Corridor train
392	Champaign-Urbana	6:49 p.m.	10	37%	State subsidized train
22	Springfield	10:34 a.m.	10	29%	Long distance train
22	Bloomington	11:47 a.m.	10	29%	Long distance train

¹ Arrival time is shown if this is the train's final destination. For the other trains the departure time is shown.

² If a train departs within **10 minutes** of its schedule, it is considered on time. This variance (also called tolerance) is higher for arrival at the final destination – it is **15 minutes** for short corridor trains (numbers 300, 303, 304, 305, 347, 348, 391, and 392) and **30 minutes** for long distance trains (numbers 21, 22, 58, and 59).

Source: IDOT Amtrak Program and Amtrak.



Source: IDOT Amtrak Program and Amtrak.

Changes Desired by State Agencies and Employees

The Auditor General’s survey questionnaires asked State agencies and employees to comment on what would realistically cause employees to increase the use of Amtrak on future State business. Agencies and employees said improved reliability and more or different arrival/departure times would increase their use of Amtrak (see Exhibits 3-10, 3-11, and 3-12).

Eleven of 41 agencies, and 40% of employees, said that changes made to Amtrak would not increase their usage.

Exhibit 3-10
CHANGES BY AMTRAK THAT WOULD INCREASE TRAVEL – AGENCIES’ RATINGS

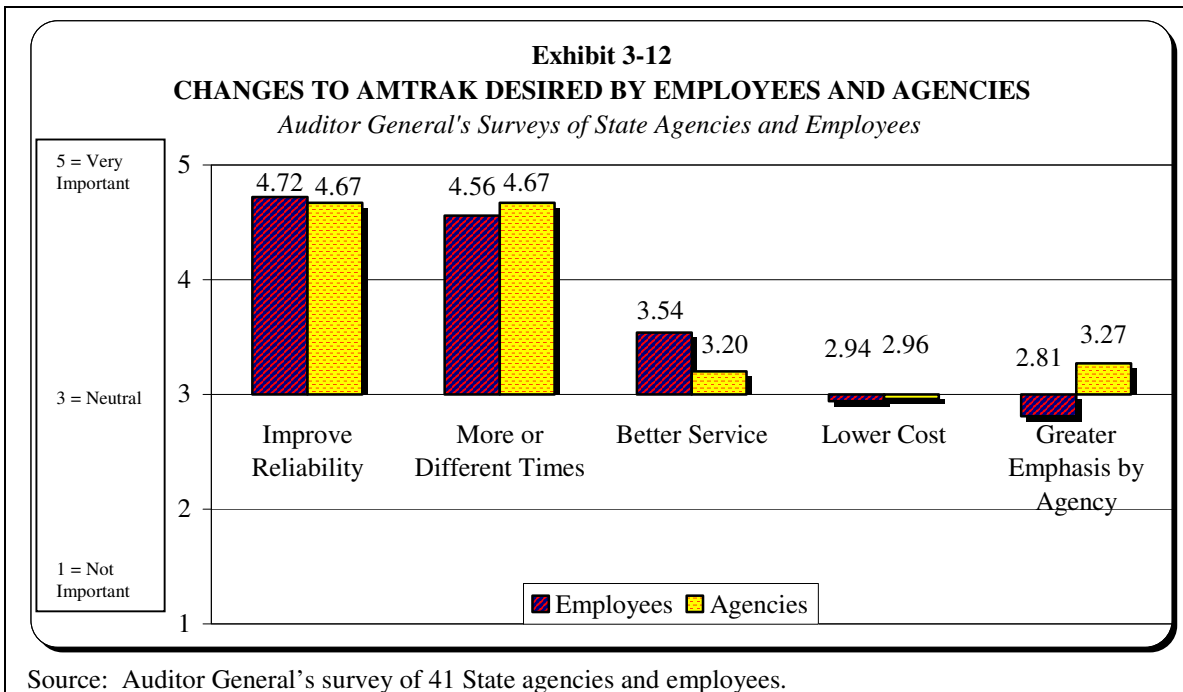
Score	Rating	Improve Reliability	More or Different Times	Greater Emphasis by Agency	Better Service	Lower Cost
5	Very Important	21	21	2	2	3
4	Somewhat Important	4	3	10	7	6
3	Neutral	1	3	10	12	9
2	Somewhat Unimportant	1	0	1	2	1
1	Not Important	0	0	3	2	6
MEAN (average)		4.67	4.67	3.27	3.20	2.96
MEDIAN (middle number)		5	5	3	3	3
MODE (most frequent number)		5	5	3 and 4	3	3

Source: Auditor General’s survey of 41 State agencies.

Exhibit 3-11
CHANGES BY AMTRAK THAT WOULD INCREASE TRAVEL – EMPLOYEES’ RATINGS

Score	Rating	Improve Reliability	More or Different Times	Greater Emphasis by Agency	Better Service	Lower Cost
5	Very Important	84	61	8	16	8
4	Somewhat Important	20	20	14	34	20
3	Neutral	3	8	35	33	34
2	Somewhat Unimportant	0	0	10	2	11
1	Not Important	1	1	18	7	15
MEAN (average)		4.72	4.56	2.81	3.54	2.94
MEDIAN (middle number)		5	5	3	4	3
MODE (most frequent number)		5	5	3	4	3

Source: Auditor General’s survey of State employees.



Some agencies said Amtrak's lack of reliability made it difficult to conform to work schedules. For example, one agency said the early morning train in Chicago often arrives late, while other agencies listed the following types of concerns:

- Need for transportation between the Chicago office or campus and the station.
- Safety in transportation between the train station and the Chicago office.
- Need for more seats for State employees.
- Need for high-speed rail.
- Lower priced business class.

Several agencies desired earlier departures from Chicago to Springfield (currently the earliest departure is at 8:15 a.m.) and later departures from Springfield to Chicago (currently the latest departure is at 5:07 p.m.). One agency wanted a train to depart Carbondale for Chicago around 8:00 a.m. and to depart Chicago for Carbondale around 5:00 p.m. The train currently leaves Carbondale very early in the morning at 3:16 a.m. and returns after 9:30 p.m.

More specifically, the State agencies wrote the following comments about the changes they desired:

- More Chicago to Springfield trains.
- More or different departure/arrival times in Springfield, Chicago, and Champaign-Urbana.
- Later departures from Springfield, particularly to Joliet and Chicago, to increase their viability.
- A train to depart Springfield at 5:00 a.m. and arrive in Chicago around 8:00 a.m.
- Trains to depart at 4:00 a.m. and 6:00 p.m.
- Earlier departures from Chicago to Springfield at 6:30 a.m.
- Trains departing Springfield at 3:00 p.m. and departing Chicago at noon and 7:00 p.m., as well as a high-speed rail.
- Trains to depart Carbondale between 7:30 a.m. and 8:30 a.m. and depart Chicago between 4:30 p.m. and 5:30 p.m.
- Mid-afternoon return from Chicago, more State rate tickets/seating availability, and high-speed train between Chicago and Springfield.
- High-speed rail and also lower cost of business class tickets, as it would allow employees to work en route.
- A high-speed rail.
- Improved reliability of trains along with more emphasis by the agency [to use train]. Also a better way to get from campus to the Amtrak station.
- A refund policy that is less cumbersome.

State employees who responded to our survey wrote the following comments about the changes they desired (e.g., reliability, schedule, service) as shown in Exhibit 3-13:

Respondent #	Reliability	Schedule	Service	Compliment	Other	Exhibit 3-13
						<i>Employee Survey Question: Would any changes to Amtrak realistically cause you to increase the use of Amtrak for future State travel?</i>
13					3	The question is how do I go from Union Station to my final destination? By taxi???
20	3			3		The 10:40 a.m. train departing from Springfield to Chicago is never on time; its [cost] already a good deal.
43					3	[Greater Emphasis] – If it were mandatory.
75					3	High Speed Service – 2 Hours to Chicago.
80					3	There's already an emphasis [by agency to use Amtrak].
89		3			3	Prohibit use of planes, which are often as slow as Amtrak (delays, airport time, travel to/from airports) and always more expensive.
132					3	Cannot use the Amtrak, due to my schedule. I have to conduct three to four on-site surveys for nursing home and assisted living, and it will cost more to the State if I use Amtrak and then hire a car or cab, plus waste of time.
136			3			The last trip, the A/C wasn't working in our car and the train was filled. We sat in one place for ½ hour and it was hot, hot, hot. Chicago to Springfield.
141					3	To be reimbursed for business class.
145					3	More trains originating in Springfield (there used to be one). Speed. In this day and age, one would hope we could have reliable high-speed rail service between Chicago and Springfield. Many State employees fly. High-speed rail should eliminate many such trips (I don't fly because it makes me nauseous).
151		3				An increase of the number of trains that run.
153					3	I have heard people complain that there is no parking available in Springfield to leave their cars.
156					3	Negotiate better price for the State employees.
176					3	Same low State employee rate fare should apply from Chicago to Springfield to all points in between, e.g. Summit to Springfield was more than Chicago to Springfield.
207			3			A more thorough cleaning of the passenger cars wouldn't hurt.
212					3	Arrangements for transportation when I arrive to get to various locations.
219					3	[Cost is] already pretty low.
251	3				3	Terminal in Chicago is so crowded and a bit disorganized. The waiting space and boarding space is too small and it is a nightmare to wait there when trains are delayed. I once missed a train because I couldn't get through all the people and luggage. The terminal in Chicago needs to be expanded or if you provide more information in the Great Hall area – you could encourage greater use of the train just by providing more visible train departure info on silent screens in that area. Please consider adding one express train between Chicago and Springfield a.m. and p.m. Take a look at train service in Japan and Europe for some good ideas.

Source: Auditor General's survey of State employees.

REVIEW OF TRAVEL VOUCHERS

Legislative Audit Commission Resolution Number 131 directed this Study to review a limited number of travel vouchers and follow up with agencies and individual travelers to identify reasons why the specific mode of transportation was used by the selected traveler.

As discussed in the Scope and Methodology section of Chapter 1, we selected 182 travel vouchers and found 40 vouchers met our criteria (e.g., travel to the cities that were applicable to this Study). These 40 travel vouchers belonged to 38 employees (i.e., two employees had two travel vouchers each) who took 57 trips between the specified cities. These 38 employees worked for 22 State agencies.

On October 31, 2005, we sent a survey questionnaire to each of the 38 employees with applicable travel; 35 employees responded. These 35 employees had taken 54 trips. The survey asked employees for information about each applicable trip on their selected travel voucher, such as specific reasons for the mode of transportation used and any alternative mode of transportation considered, including any reason why it was not selected. The respondents used the following modes of transportation:

	<u>Number of Trips</u>	<u>Percent</u>
• Personal vehicle	13	24%
• Amtrak	10	19%
• State vehicle	9	17%
• State plane	9	17%
• Commercial plane	3	6%
• Carpooled ⁴	3	6%
• Other ⁵	7	13%
TOTAL	54	100%⁶

These travelers provided the following types of reasons for choosing their particular mode of transportation:

- Personal or State vehicle was needed because the employee was traveling to multiple locations, on-site inspections, unplanned trips, meeting schedules, or carrying multiple files.

⁴ A traveler was considered to have carpooled if they rode with another employee whether in a personal or State vehicle.

⁵ Travelers who used “Other” modes of transportation used multiple modes for 13% of the trips. The majority of these trips (5 of 7) were split between two modes of transportation and used Amtrak for a portion of the trip. For example, one traveler took a commercial flight to Chicago and rode back on Amtrak. A second traveler took Amtrak to Springfield and rode back home in a vehicle.

⁶ Does not add due to rounding.

- State or commercial plane was needed for reliability and timeliness, working in both Chicago and Springfield during the same day, maximizing time spent at work and accommodating schedules, etc.
- Amtrak was used because it was the most economical mode of transportation (e.g., fuel costs, parking costs in Chicago).

Alternative Modes of Transportation

These travelers were asked if they considered other modes of transportation for their trips. Alternative modes were considered on one-half (27 of 54) of the trips. Amtrak was considered for 23 of the trips, but was not chosen for the following reasons:

- Unreliable (11)
- Scheduling (4)
- Required additional expense (2)
- Train did not travel to the destination (1)
- Travel was scheduled on short notice (1)
- Transporting boxes of materials for conference (1)
- Carpooling more cost effective and maximized work time over train schedules (1)
- Inconvenient to reach Union Station from residence in the suburbs (1)
- Unspecified (1)

These State employees responding to our survey rode Amtrak exclusively for 10 of the 54 trips (19%) between the specified cities. Another four employees rode Amtrak for part of the trip. There were an additional six trips in which it seemed Amtrak could have been utilized but was not. Instead, the six travelers chose to drive either a personal or State vehicle rather than ride the train. These six travelers gave the following reasons for selecting the mode of transportation they selected:

1. Personal Vehicle – Amtrak is sometimes unreliable.
2. Personal Vehicle – Inconvenient to get to downtown Chicago via Metra to ride Amtrak.
3. State Vehicle – Have Department-issued State vehicle, also had multiple meetings on this trip.
4. Personal Vehicle – Considered State plane but did not have assurance on return trip; considered Amtrak but had to be in the office by 10 a.m.
5. State Vehicle – State vehicle was available.
6. Personal Vehicle – Meeting was held at the University of Chicago.

Auditors' Criteria For Determining If Amtrak Could Have Been Used

To determine if Amtrak could be used, we examined train schedules to determine if a train was available during the times listed on the travel voucher. We considered Amtrak to be unavailable if any of the following applied:

- Caused a traveler to leave the night before (if not already doing so).
- Required the traveler to leave after the starting time on the voucher or return before the ending time on the voucher.
- Required the traveler to leave more than 2 hours before or return more than 2 hours after the times indicated on the travel voucher.
- Travelers carpoled.

Parking Charges

Ten of the travelers in our sample who used either personal or State vehicles also incurred parking charges ranging from \$2.25 in Springfield to \$36 in Chicago for a total of over \$500. Separately, 12 travelers who used personal or State vehicles did not incur any parking charges during their 15 trips.

Taxicab Fares

Thirteen travelers used taxicabs 48 times during their trips. The fares ranged from \$4 to \$136 per trip for an average of approximately \$14.45 per ride. One traveler noted that taking a taxicab is cheaper than paying parking near Union Station for five or six days; travelers using a vehicle had the least need to use a taxicab. The mode of transportation and the percentage of total cab fares were as follows:

	<u>Number</u>	<u>Fares</u>	<u>% of Total Fares</u>
• Multiple Modes.....	12.....	\$223.....	32%
• Commercial Plane.....	6.....	\$185.....	27%
• State Plane.....	9.....	\$136.....	20%
• Amtrak	19.....	\$132.....	19%
• State Vehicle.....	<u>2</u>	<u>\$18</u>	<u>3%</u>
TOTAL	48	\$694	100%⁷

ADDITIONAL COMMENTS

The survey also asked travelers for any additional comments that would be helpful to this Study. The following suggestions were provided:

- Consider alternatives to travel (i.e., using technology to conduct meetings).
- State planes are more time effective, offer the least interruption in the workday, and allow the traveler to work on the plane.
- Amtrak used to have a 7:05 train from Chicago – that was better.
- Would have considered a carpool or vanpool option if available.
- Would like to see a daily route from Lincoln, Illinois to Springfield, Illinois.

⁷ Does not add due to rounding.

Chapter Four

OVERALL COMMENTS

CHAPTER CONCLUSIONS

State agencies and employees responded in their survey questionnaires that Amtrak was not reliable transportation for State business and that more and different departure times were needed. They also asked for more discounted seats for State employees, a shuttle between the Chicago train station and the State building, a high-speed train, and the motor pool to be reopened.

Some employees specifically wrote they supported the use of Amtrak as the preferred mode of transportation for State business. Other employees wrote that Amtrak may not be the most economical mode of transportation when all factors are taken into consideration (e.g., time delays, travelers carpooling).

The Department of Revenue said it had an in-house travel office staffed by a full-time travel agent. The Department said this helped them obtain the lowest State rates on lodging, airfare, and rental cars.

AGENCY COMMENTS

State agencies and employees were provided an opportunity to make general comments that would be useful to this Study on State employee travel. Many of the respondents took the time and opportunity to write comments which included the following:

- *Department of Central Management Services* – On time performance, quicker and more reliable trips, as well as discounted business class tickets, would entice more travelers to use Amtrak.
- *Department of Children and Family Services* – Amtrak is not reliable for people with tight timeframes. Many times it makes travel more difficult. DCFS has initiated an automated travel system that can track all available data.
- *Department of Commerce and Economic Opportunity* – A State shuttle service between Chicago station and JRTC [James R. Thompson Center] would improve convenience and security for employees.
- *Department of Employment Security* – Amtrak cannot be relied upon to be on time.
- *Department of Human Services* – Early train to Chicago is often late arriving in Chicago.
- *Department of Financial and Professional Regulation* – Cannot predict arrival/departure times for Amtrak.

- *Department of Public Health* – Amtrak makes numerous stops between Springfield/Chicago. It likewise rarely arrives or departs in a timely fashion. Because of the delays, persons riding the Amtrak must either leave the previous day or return the next day in order to attend a one-day meeting in Springfield/Chicago. If a business express train were available, an increase in ridership may take place.
- *Department of Revenue* – Revenue has an in-house Travel Office staffed with a full-time travel agent. The agent insures the lowest State rates for their travelers on lodging, airfare, and rental cars (see Exhibit 4-1).
- *Governors State University* – We are not heavy-volume travelers compared to other State agencies. Amtrak does not consistently offer arrival and departure times for our meeting schedules. The problem seems to be around the departure time from Springfield on most modes of transportation.
- *Guardianship and Advocacy Commission* – Improved reliability of Amtrak would increase usage.
- *Illinois State University* – Employees dislike unreliability and incompatibility of Amtrak schedules with travel needs.
- *Western Illinois University* – WIU students depend heavily on Amtrak services.

Exhibit 4-1 IN-HOUSE TRAVEL AGENT
<p>Department of Revenue officials stated that Revenue has had an in-house Travel Office with one staff person for almost 20 years making travel arrangements for Revenue travelers for hotels, air transportation, and rental cars. They also noted the following:</p> <ul style="list-style-type: none"> • The agent has access to a PC terminal and paper ticket printer and uses the American Airlines Sabre system to check for availability. • Advantages of an in-house Travel Office include insuring that travelers are booking hotels and rental cars at the lowest State rate available. Also, Revenue obtains the government rate for airline travel that is at a substantial savings over the regular fares that could be obtained from an outside travel agent. • Recently, Revenue has begun to access the Sabre system via the Internet with Nexion, Inc. that also has access to the other major reservation systems of Apollo, Worldspan, and Amadeus. • The Nexion fee for access is \$299 per month. The advantage of booking travel through Nexion is that travelers can now have e-tickets for airline travel. • When Revenue books a reservation through Nexion, the traveler gets an email with an itinerary. This is very beneficial to Revenue’s field auditors who are located throughout Illinois and in metropolitan areas of the United States.
<p>Source: Department of Revenue.</p>

EMPLOYEE COMMENTS

State employees who responded to our survey questionnaire also wrote many comments regarding Amtrak’s reliability, schedule, and cost, as shown below in Exhibit 4-2.

Respondent #	Reliability	Schedule	Location of Meeting/Office	Other	<p align="center">Exhibit 4-2 <i>Employee Survey Question: Do you have any other comments that would be useful to this Study on State employee travel?</i></p>
30				3	Confirmation of a seat on the State plane the afternoon prior to the flight leaves no time to plan alternate travel for morning meetings. Earlier notice would be helpful.
31				3	Due to the enormous present and projected increase in cost of gas, mileage must be increased!!
46			3		From Bloomington, we make many trips to Chicago suburbs that cannot be accessed by train travel. And, some destinations in the City of Chicago are best accessed by automobile.
54				3	For one or two persons, train is cheaper. It's fairly convenient.
71				3	All State cars that might go to Chicago should be equipped with I-PASS.
72				3	Between train tickets, taxis, and other forms of public transportation the cost would be more than a personal vehicle. Not to mention the time lost due to train schedule.
73	3			3	The rates are affordable and economical for the State, but the delays are discouraging and inconvenient.
75	3			3	Per diem amounts need to be increased! Allow employees to use own reliable vehicles in lieu of unreliable State vehicles but receive a lower mileage rate in return (e.g., the \$125 State plane rate). Make it clear it's an option. Every constitutional officer should allow lodging in employee-owned housing if and because it saves the State money!
78	3				I would use Amtrak if it was reliable - we used to have an early morning train from Champaign that I used regularly.
81				3	It would be nice to have a website to look up carpooling opportunities – be it from the same agency or different. There are many of us driving alone to the same place...this includes State legislators!!
100		3	3		If the Amtrak schedule was more convenient and was more economical than a State vehicle, I would have preferred riding the train.
108				3	Motor pool cars average 100,000+ miles, most gas gauges do not work on Ford Taurus.
109	3			3	Often times Amtrak is not reliable. I like Amtrak and the convenience of not having to drive or fight traffic. Sometimes you can also get a great deal on internet tickets. Other times Amtrak has no tickets available. I have used Amtrak in the past when the schedule works out.
111				3	Use of E-85 not worth the hassle - gets less MPG than regular gas.
112				3	Reinstating the option of traveling "Business Class" on Amtrak and reimbursing for the fee would allow increased efficiency while working on the train.
117				3	Reopen motor pool for easy vehicle pick-up and gas-ups on agency vehicles.
129				3	Strongly support Amtrak. Make it more convenient/easier to purchase tickets, especially on short notice.
136	3				One problem with Amtrak is they have to wait so much on other trains. If there was better scheduling between railroads and Amtrak, it would be able to keep schedule better.
145			3		...Location of train stations and high-speed rail should make time of travel competitive with air. (No need to travel from Midway to downtown e.g.). Our Agency has business in Pontiac (the prison). Amtrak would be a possible mode of transportation if trains were more frequent.
151				3	Increased affordable flights to the southern parts of the State would make sense. Train and/or driving takes up a lot of time.
160		3			Amtrak must make their scheduled arrival time in Chicago for me to consider using them.
185				3	I would always use Amtrak when traveling from downstate to Chicago. I would never want to drive to Chicago. Would like for State to pay for business class.
193				3	Amtrak is a great option to have - I would hate to see it eliminated or reduced in any way.
194	3				I have 1.5 years of horrible experience being late on Amtrak - almost 100% of my trips. I cannot waste my personal time like that or even State time.
195				3	I think we should do all we can to support rail service and hold down the cost of government.

Respondent #	Reliability	Schedule	Location of Meeting/Office	Other	Exhibit 4-2
					<i>Employee Survey Question: Do you have any other comments that would be useful to this Study on State employee travel?</i>
205	3			3	I cancelled several meetings because I could not get reservations and a couple of meetings the day of the meeting because the train was so late. I arrived at my own meetings late on several occasions and I arrived home several hours late due to late train. My preference is not to take the train unless driving is not possible due to unreliable nature of the Amtrak schedule.
216	3			3	I would use Amtrak for all my travel between Chicago/Springfield if I could depend on arriving on time. Last week the train was over 2 hours late - cannot depend on it to get to a meeting. To travel Amtrak often requires overnight stays.
219		3	3		A lot of times, I have to travel to the suburbs to meetings so I have to use a State vehicle or my own. For meetings in Chicago, I would use Amtrak if the schedule would work.
221		3		3	If the State would reimburse for the upgrade on Amtrak (reserved seating), it might change my mind. The timetables would still need to change. Amtrak needs to have an early afternoon train to Springfield arriving before dark.
226				3	Encourage carpooling, e.g. increase reimbursement slightly for such based on the number of riders.
238	3			3	I am very amenable to using the train for Chicago-Spfld as long as there is consistent reliability. Also, from what I recall, it would be helpful if the trains were equipped with more outlets to make it easier to plug in a laptop.
250				3	. . . [agency] will reduce per diem if traveler stays at Hampton Inn or Embassy Suites by the amount of the breakfast allowance since the breakfast is free, whether a traveler eats at the hotel or not. Traveling is not a perk. For instance, if you take the 6:30 a.m. train from Springfield to Chicago, you are getting up at 5:00 a.m. Driving to the station and hoping to find a place to park. You are working 2 hours before the normal starting time, no one cares. If you drive a State car, you have to drive your own car to the office, park it, unpack it, somehow get your personal belongings from your car to the State car, go get the State car and then repack. Walking in all kinds of weather and at night is not fun. Employees do not get reimbursed for parking their personal auto while out of town on business. This just adds time to both ends of the trip. The per diem for the Chicago Metro area needs to be increased.
251				3	Auto reimbursement in terms of gas mileage has not kept up with actual increases in the cost of gasoline and I believe we lose money taking our own cars. The reduction of available State cars is a huge mistake that puts an additional financial burden on State employees. Reopen Meigs field. Information on the State airplane is not widely known and does not appear to be available to everyone. I am in and out of school districts a lot and I often carry a computer and instructional materials which make it difficult not to use a car. Please restore/increase the availability of State cars. It is not always fair that Board members be given priority use when we are the frontlines of serving schools and no State cars/vans are available. What about trying out an express bus from the State of Illinois building to the Capitol? If you showed videos and it was a really nice bus, you might have some interest – at least it might be more reliable except traffic is still a bear!!
261	3			3	My current duties do not require extensive travel, but that is going to change shortly. When I used to travel often, especially to Springfield, I used the "Loop" train which originated in Chicago and Springfield. It was pretty reliable. When it stopped, Amtrak became less convenient and desirable.
262		3			For employees working in Chicago who live in suburbs, Amtrak is not practical because it is scheduled to arrive in Chicago 8:45 pm, which is late, and also commuter trains to the suburbs are infrequent at night.
263	3	3			I don't mind using Amtrak - and want our agency to support it. Usually on time for Illinois runs. Convenience and timing puts me on the plane more often than not.

Source: Auditor General's survey of State employees.

Appendix A

Legislative Audit Commission Resolution Number 131

Legislative Audit Commission

RESOLUTION NO. 131

Presented by Representative Mautino

WHEREAS, State Comptroller records show that in Fiscal Year 2004 the State spent nearly \$30 million on in-State employee travel;

WHEREAS, transportation costs (including personal vehicles, State owned vehicles, Amtrak, and State and commercial airplanes) comprise a significant portion of State employee travel costs;

WHEREAS, questions have been raised regarding whether State travel expenses could be reduced if State employees made increased use of Amtrak to travel between Chicago and the cities of Springfield, Bloomington, Champaign-Urbana, Carbondale, and Macomb;

WHEREAS, there is limited information regarding why employees use particular modes of transportation and the extent to which agencies monitor and control such usage;

WHEREAS, the limited information and other data constraints have restricted the Office of the Auditor General's ability to fully address the objectives in a study of employee travel required by House Resolution Number 1039, therefore, be it

RESOLVED, BY THE LEGISLATIVE AUDIT COMMISSION that, in lieu of the study required by House Resolution Number 1039, the Auditor General is directed to conduct a study which examines State employee travel between Chicago and the cities of Springfield, Bloomington, Champaign-Urbana, Carbondale, and Macomb, specifically examining the modes of transportation used; and be it further

RESOLVED, that the study shall include but not be limited to, the following:

- A survey of State agencies to identify controls and methods agencies use to ensure the most economical mode of transportation is used and to track or monitor employee's reimbursable expenses;
- A survey of State employees who travel between Chicago and the cities of Springfield, Bloomington, Champaign-Urbana, Carbondale, and Macomb to identify factors that impact modes of transportation

taken, and specifically, whether changes in Amtrak schedules or reliability would increase ridership; and

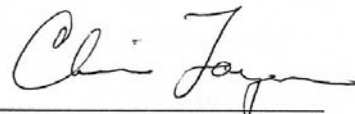
- A review of a limited number of travel vouchers and follow-up with State agencies and/or individual travelers to identify reasons why the specific mode of transportation used was selected by the traveler.

BE IT FURTHER RESOLVED, that all State agencies, employees, and other entity or person that may have information relevant to this study cooperate fully and promptly with the Auditor General's Office in the conduct of this study; and be it further

RESOLVED, that the Auditor General commence this study as soon as possible and report his results upon completion in accordance with the provisions of Section 3-14 of the Illinois State Auditing Act.

Adopted this 15th day of March, 2005


Representative Frank J. Mautino
Co-chair


Senator Chris Lauzen
Co-Chair

Appendix B

Survey of State Agencies

May 17, 2005

Name
Agency Head
Agency
Street
City, State ZIP

Dear _____:

The Legislative Audit Commission adopted Resolution Number 131 directing my Office to conduct a study of State employee travel between Chicago and specified cities (Bloomington, Carbondale, Champaign-Urbana, Macomb, and/or Springfield).

The Resolution asks us to survey State agencies to identify controls and methods they use to ensure the most economical mode of transportation is used and to track or monitor employees' reimbursable travel expenses. Therefore, I have enclosed a brief survey questionnaire for your agency to complete. The responses to this survey may be presented in our report to the General Assembly, which may use the report to make decisions about State employee travel. Please return this questionnaire by **June 10, 2005**.

In addition, we will be conducting a separate survey of employees to obtain their input on the reasons behind the mode of transportation they used and will also be sampling travel vouchers from various agencies.

If you have questions, you may contact Ameen Dada, Audit Manager, at (217) 785-0165 or oag26@mail.state.il.us. Thank you for your help.

Yours truly,

WILLIAM G. HOLLAND
Auditor General

Enclosure

**State Employee Travel
SURVEY OF STATE AGENCIES**

1. **RESPONDENT INFORMATION.** Provide the following contact information:

- Name: _____
- Title: _____
- Agency: _____
- Address: _____
- Email: _____
- Phone: (_____) _____

✓ **DEFINITION.** Travel between "specified cities" means travel between Chicago and any of the following cities:

- Bloomington
- Carbondale
- Champaign-Urbana
- Macomb, and
- Springfield.

✓ **TIME PERIOD.** These questions pertain to the first 3 quarters of fiscal year 2005 (July 1, 2004 to March 31, 2005).

2. **POLICIES.** Does your agency have specific written policies, procedures, or criteria that delineate which mode of transportation must be taken for travel?

- ____ Yes – **enclose a copy**
 ____ No

6. **EMPLOYEE SURVEY.** We will also be conducting a separate survey of employees who traveled between the specified cities. If your agency does not have a list of travelers between the specified cities, do you have any suggestions on how we might identify and survey such travelers?

3. **APPROVAL.** Does your agency require employees to obtain prior approval regarding the mode of transportation to use for travel on State business?

- ____ Yes – **explain approval process:**
 ____ No

7. **CHANGES.** Would any changes to Amtrak realistically cause your employees to increase the use of Amtrak for future State travel?

- ____ No
 ____ Yes – Rate
 changes
 using 5-
 point scale
 shown in the inset:

5 = Very important
 4 = Somewhat important
 3 = Neutral
 2 = Somewhat unimportant
 1 = Not important

4. **ECONOMIC.** What method(s), if any, does your agency use to ensure employees utilize the most economical mode of transportation?

- ____ Carpooling – **enclose information**
 ____ Prior approval by supervisor
 ____ Reservations by travel coordinator
 ____ Use of travel agent
 ____ Other – **specify:**

- ____ Improved reliability of train schedule (e.g., on time)
 ____ Better service (e.g., physical comfort, safety, food, etc.)
 ____ Lower cost of tickets
 ____ Greater emphasis by your agency to use Amtrak
 ____ More or different departure/arrival times – **specify desired departure or arrival times, including city:**

5. **VOUCHERS.** Where are your agency's travel vouchers located for our review, especially if your agency has offices in more than one city or location?

- ____ Central office only
 ____ Central and field offices – **how many:** ____

____ Other – **specify:**

8. **TRACKING.** Does your agency have data (e.g., reports, spreadsheet, database) to track employee travel, such as the number of trips, mode of transportation taken, location of travel, or their cost?

Yes – **enclose sample**
 No

9. **TRAVELER DATA.** Please provide the available names and addresses of employees who traveled on State business in the first 3 quarters of FY05, preferably in Microsoft Excel (tickmark items you are providing):

Employees who traveled between the specified cities
 Your agency's top 10 travelers
 Employees headquartered in specified cities

10. **APPLICABLE TRAVEL.** Provide the following information:

A) Total expenditures for in-state employee travel during the first 3 quarters of FY05:

\$ _____

B) Amount (and percent) of the above expenditures for travel to the specified cities (if data is unavailable write "est." and provide the best information available to give us an indication about the extent of travel between the specified cities):

\$ _____ %

11. **TRIPS.** Complete the following table by providing the number of trips that agency employees took between Chicago and the specified cities (if data is unavailable write "est." and provide the best information; if not applicable write "n/a"):

NUMBER OF TRIPS TAKEN BY AGENCY EMPLOYEES (BETWEEN JULY 1, 2004 TO MARCH 31, 2005)					
Travel Between Chicago and the Following Cities:					
Modes of Transportation Used	Bloomington	Carbondale	Champaign /Urbana	Macomb	Springfield
A) Amtrak					
B) Commercial Airplane					
C) State Airplane					
D) Personal Vehicle					
E) State Vehicle (e.g., motor pool)					
F) Rental Vehicle paid by State (e.g., Enterprise Rent-A-Car, Hertz)					
G) Other – specify:					
TOTAL (number of trips between Chicago and this city)					

12. **COMMENTS.** Do you have any other comments that would be useful to this study (including what your employees like or dislike about Amtrak)?

✓ **DUE DATE.** This survey questionnaire is due to the Office of the Auditor General by June 10, 2005.

✓ **CONTACT.** Return this survey in the enclosed, postage-paid, envelope to Audit Manager Ameen Dada (oaq26@mail.state.il.us or 217/785-0165).

If you would like to read the Auditor General's report, check the following box so that we may notify you when it is released:

Thank you for helping us with your prompt response!

Appendix C

Survey of State Employees

MEMORANDUM

TO: State Employee Travelers
FROM: William G. Holland, Auditor General
RE: Survey of State Business Travel
DATE: August 12, 2005

The Legislative Audit Commission adopted Resolution Number 131 directing my Office to conduct a study of State employee travel between Chicago and specified cities (Bloomington, Carbondale, Champaign-Urbana, Macomb, and/or Springfield).

The Resolution asks us to survey State employees to identify factors that impact modes of transportation taken, specifically whether changes in Amtrak's schedule or reliability would increase ridership.

Enclosed is a brief survey questionnaire for you to complete. You were sampled to receive this questionnaire from various lists, such as a listing of top 10 travelers provided by your agency or a listing of travelers to specified cities.

Your individual responses will be kept confidential. A summary of this survey will be retained in our public files and presented in our report.

Please return this questionnaire by **August 31, 2005** in the postage-paid envelope that is enclosed. In return for your assistance, we will be happy to notify you when the report is released and is on our web page at www.state.il.us/auditor.

Thank you for your help in completing this questionnaire, we look forward to your response.

**State Employee Travel
SURVEY OF STATE EMPLOYEES**

1. **APPLICABILITY.** Did you travel between Chicago and one or more of the following cities during fiscal year 2005: Bloomington, Carbondale, Champaign-Urbana, Macomb, and/or Springfield?

Yes – please continue with the remaining questions below
 No – please skip to question # 10

2. **POLICIES.** Has your agency established specific policies, procedures, or criteria that delineate which mode of transportation must be taken?

Yes
 No

3. **APPROVAL.** Does your agency require employees to obtain prior approval regarding the mode of transportation to use for travel on State business?

Yes – explain process:
 No

4. **PREFERENCE.** Do you have a preferred mode of transportation?

Yes – What is your preferred mode of transportation and why?
 No

5. **MODES.** How many times did you use the following modes of transportation to travel on State business for the specified cities during fiscal year 2005 (if specific information is not known, please estimate and write “est.”):

NUMBER OF TRIPS DURING FY 2005					
	Travel Between Chicago and the Following Cities:				
Modes of Transportation Used	Bloomington	Carbondale	Champaign /Urbana	Macomb	Springfield
A) Amtrak					
B) Commercial airplane					
C) State airplane					
D) Personal vehicle					
E) State vehicle (e.g., motor pool)					
F) Rental vehicle paid by State (e.g., Enterprise Rent-A-Car, Hertz)					
G) Other – specify:					
TOTAL (number of trips between Chicago and this city)					

6. **AMTRAK.** If you used Amtrak for travel listed above, what was your overall experience with Amtrak (you may also comment on what you liked or disliked about Amtrak)?

Comments

Excellent
 Good
 Average
 Below average
 Poor
 N/A – did not use Amtrak during FY 2005 for State business

7. **CHANGES.** Would any changes to Amtrak realistically cause you to increase the use of Amtrak for future State travel?

_____ No

_____ Yes – What changes would cause you to increase the use of Amtrak for future State travel (*rate using 5-point scale shown in inset*)?

_____ More or different departure/arrival times – **specify desired departure or arrival times, including city:**

5 = Very important
4 = Somewhat important
3 = Neutral
2 = Somewhat unimportant
1 = Not important

- _____ Improved reliability of train schedule (*e.g., on time*)
- _____ Better service (*e.g., physical comfort, safety, food, etc.*)
- _____ Lower cost of tickets
- _____ Greater emphasis by my agency to use Amtrak
- _____ Other – **specify:**

8. **REASONS.** If you did not use Amtrak for all travel listed above, what factors influenced the mode of transportation that you selected (*rate using 5-point scale shown in inset*)?

- _____ Amtrak schedules were not convenient (*e.g., meeting earlier than train arrival*)
- _____ Amtrak trains were not reliable (*e.g., not on time*)
- _____ Personal preference not to use Amtrak (*e.g., physical comfort, safety, food, etc.*)
- _____ Total travel cost was lower by not using Amtrak (*e.g., traveled with other employees in a vehicle*)
- _____ Location of the office or meeting was not close to the train station
- _____ Other – **specify:**

9. **COMMENTS.** Do you have any other comments that would be useful to this study on State employee travel?

10. **RESPONDENT.** Your individual responses will remain confidential – only summary information from the surveys will be retained in our public files and will be presented in our report:

- Name/E-mail (optional): _____
- Agency: _____

If you would like to read the Auditor General's report on this subject, check the following box and provide your email above so that we may notify you when it is released:

Please return this survey questionnaire in the enclosed, postage-paid, envelope no later than **August 31, 2005.**

If you have questions, you may email Jeanne Michaud at oag78@mail.state.il.us

Thank you for helping us with your prompt response!

Appendix D

Travel Voucher Review

MEMORANDUM

TO: State Employee Travelers
FROM: William G. Holland, Auditor General
RE: Study of State Employee Travel
DATE: October 26, 2005

My Office is conducting a study of State Employee Travel between Chicago and specified cities (Bloomington, Carbondale, Champaign-Urbana, Macomb, Springfield), pursuant to Legislative Audit Commission Resolution Number 131 (copy enclosed).

To address the Resolution we have already surveyed State agencies to identify their methods for ensuring the most economical mode of transportation is used, and surveyed employees to identify factors that impact modes of transportation taken, specifically whether changes by Amtrak would increase ridership.

In addition, the Resolution asks us to review travel vouchers and follow up with agencies and individual travelers to identify reasons for the mode of transportation they used. Accordingly, we have randomly selected travel vouchers from fiscal year 2005. Since this random sample includes your travel voucher (enclosed), please do as follows:

- Explain why you used the mode of transportation that you did. Provide a clear and complete explanation so that we do not have to contact you again.
- Submit your response to the enclosed questionnaire in the postage-paid envelope that is provided by **November 15, 2005**. We will follow up on any non-respondents.

Thank you for your help with this study, we are looking forward to your response. If you would like to read my report to the General Assembly, please check the box on the questionnaire and we will be happy to notify you when this report is released and is on our web page at www.state.il.us/auditor.

**Illinois Auditor General's Office
STUDY OF STATE EMPLOYEE TRAVEL**

This study only concerns travel between Chicago and the cities specified in Legislative Audit Commission Resolution No. 131:

- *Bloomington*
- *Carbondale*
- *Champaign-Urbana*
- *Macomb, and/or*
- *Springfield*

Travel does not need to originate in Chicago but must include Chicago.

The mode of transportation may include:

- *Personal vehicle*
- *State-owned vehicle*
- *Rental vehicle*
- *Riding in another employee's vehicle*
- *State airplane*
- *Commercial airplane*
- *Amtrak, etc.*

Return the enclosed travel voucher(s) with this questionnaire in the postage-paid envelope by November 15, 2005. We will follow up on any non-respondents.

If you have questions, you may email Jeanne Michaud at: oag78@mail.state.il.us.

COMMENTS. If you have any general comments that would be useful to this study on State employee travel, please write them on the back of this page and check here:

REPORT. If you would like to read the Auditor General's report on this subject, check the following box and we will notify you at the email address above when it is released:

1. RESPONDENT:

- Name: _____
- Title: _____
- Agency: _____
- Address: _____
- E-mail: _____
- Phone: (_____) _____

2. REASONS. Provide the specific reasons why you used the mode of transportation that you did for each applicable travel on your enclosed travel voucher. *If you had more than one applicable trip, number your responses to correspond with the trip number that we have marked on your travel voucher(s). You may use the back page to complete your response.*

- Provide a *clear and complete* explanation so that we do not have to contact you again.
- If you drove your personal, rental, or State-owned vehicle because there were other employees riding in your vehicle, provide the full names of all passengers.

3. ALTERNATIVES. Did you consider taking any other mode of transportation for this trip? *If you had more than one applicable trip, number your responses to correspond with the trip number that we have marked on your travel voucher(s). You may use the back page to complete your response.*

- No
- Yes – Describe which modes were considered and why they were not selected.

4. SIGNATURE. Sign and return this in the enclosed self-addressed, stamped envelope.

Name

Date

Thank you for helping us with your prompt response!