



Association for Individual Development • Aurora Township • Batavia Township • Blackberry Township • Campton Township • City of Batavia • City of Elgin • City of Geneva • City of St. Charles • Dundee Township Partners (East Dundee, Dundee Township & Sleepy Hollow) • Hesed House • INC Board • Kaneville Township • St. Charles Township • Senior Services Associates • Village of Campton Hills • Village of Gilberts • Village of South Elgin

Ride In Kane Sponsor Committee Meeting Meeting Minutes March 6, 2012

In Attendance:

Anderson, Jim	Batavia Township	Nelson, Kathy	Senior Services Associates
Copeland Hill, Donna	NE IL Area Agency on Aging	O’Neill, Jessica	Marklund
DeLeon, Norma	Aurora Township	O’Shea, Lynn	AID
Gallas, Richard	City of St. Charles	Robb, Mary	Pace
Golden, Megan	Village of South Elgin	Singer, Ron	City of Geneva
Harney, Sue	Dundee Township	Ward, Jan	Kane County
Hazelwood, Kathy	AID	Weitl, Sherri	City of Geneva
Martin, Bill	Pace (via phone)		
McKay, Louise	Campton Township		

OPENING OF MEETING

The meeting was called to order at 8:35 a.m. by Sue Harney, Chairman RIK Sponsor Committee. Introductions were made. The December 6, 2011 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS

Registration and Ridership Reports: Bill Martin provided a summary of the reports and noted that the number of actual riders is now recorded on the Status Report. Trip count was high in January (11,510) and trip miles are increasing each month. Total ADA trips will be added to the Allocation Report. Currently, there is a hold on ADA subscriptions due to the need to keep a percentage of seats available for demand trips. Mr. Martin will track rider type and sponsors were asked to include that information on rider applications along with valid phone numbers. Each sponsor will receive a list of their registered clients. The “Income” drop-box will include “low income senior” and “low income disabled”.

Lynn O’Shea requested a year-end summary from Pace for use in a power point presentation. The presentation will be available to RIK sponsors for their use.

Customer Feedback Report: Customer complaints have decreased. Three complaints and one commendation were received. Ron Singer noted a customer/driver issue concerning a late pickup and smoking. Pace policy does not allow drivers to smoke in their vehicles. Mr. Martin also stated that the Call Center will provide an interpreter if there is a language barrier. It was noted that a taxi was hit but there were no injuries reported.

NF and JARC Budget Report-Phase III and IV: Kathy Hazelwood reported that expenditures, through December 2011 averaged about \$120,000 per month. Ms. Hazelwood anticipated that Phase 3 & 4 funds will be expended at the end of May. The next grant, Phase 5 & 6 is expected to fund the RIK Program for 2.5 years. Grant 7 and 8 is a 2-year grant.

ITEMS FOR DISCUSSION

Letters of Intent: Lynn O'Shea will be attending a RTA meeting to discuss new JARC/NF project selection criteria and a draft Human Service Transportation Plan. Ms. O'Shea will provide the sponsors with meeting materials. A new request for proposals is anticipated. A motion to approve the submittal of a new JARC/NF grant application passed unanimously.

Kathy Hazelwood has received 2 Letters of Intent for the Phase 9 & 10 application. Sponsors were requested to submit their letters by the end of May for an application submittal in June. Sponsors are to consider contributions for the year 2016/2017. Richard Gallas inquired about subsidies for localities.

Marklund is to complete a sponsor application. Kathy Nelson will speak to Elgin Township regarding RIK sponsorship. A new list of active Elgin riders will be forwarded to Ms. Nelson to help identify clients who qualify for Township funding. Two Rivers Headstart was identified as a potential sponsor.

Client Surveys: Surveys from St. Charles have been forwarded to Ms. Hazelwood. Mr. Gallas noted that Diane Triumph retired from the City of St. Charles. Pat Knoshi will be attending future meetings.

PUBLIC COMMENT:

No public comments were made.

ANNOUNCEMENTS

The next RIK Sponsor Committee meeting will be held Tuesday June 5th, 2012, at 9:30 a.m. The meeting location has been changed to "Building G", the yellow house next to the Kane County Government Center Auditorium, 719 S. Batavia Avenue, Geneva 60134.

ADJOURNMENT

The meeting was adjourned at 9:30 a.m.

Ride in Kane

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Ride In Kane Sponsor Committee Meeting Meeting Minutes June 5, 2012

In Attendance:

Anderson, Jim	Batavia Township	Nelson, Kathy	Senior Services Associates
Copeland Hill, Donna	NE IL Area Agency on Aging	O'Neall, Jessica	Marklund
Franks, Melissa	Aurora Township	O'Shea, Lynn	AID
Golden, Megan	Village of South Elgin	Pinkston, Joe	Pace
Harney, Sue	Dundee Township	Robb, Mary	Pace
Hazelwood, Kathy	AID	Singer, Ron	City of Geneva
Konishi, Pat	St. Charles	Ward, Jan	Kane County
Martin, Bill	Pace	Weitl, Sherri	City of Geneva
Miller, Annette	Elgin Township	Whitney, Karen	Hesed House
		Zarate, Wendy	NE IL Area Agency on Aging

OPENING OF MEETING

The meeting was called to order at 9:33 a.m. by Sue Harney, Chairman RIK Sponsor Committee. Introductions were made. The March 6, 2012 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS

Registration and Ridership Reports: Bill Martin provided an overview of the reports and noted that the distinct ridership statistics will be updated. 1,400 distinct riders used the RIK service in April. Trip count was less than March. March and October usually have the highest number of trips. Mileage was over 60,000 miles yet there were not many long distance trips. The long distance trips were made to Loyola Hospital, between Elgin and Aurora, and between Carpentersville and Hoffman Estates. There are seldom trips to Chicago. The Call Center encourages clients to transfer from RIK service to Metra for downtown Chicago trips. It was noted that clients in wheelchairs are usually placed on Freedom First.

Lynn O'Shea mentioned that the cost per trip data would be calculated by Krystal on a quarterly basis. Mr. Martin estimated the cost per trip to be \$10.

In March, the highest number of weekday trips were made between 9am and 2pm. On the weekends, most trips were taken during the 7-8am, 10-11am and 3-4pm time periods.

54% of all trips are work trips. The remaining trips are for medical (24%) and community (22%) purposes. The Call Center will try to accommodate callers requesting trips less than 24 hours in advance. However, the trip is not guaranteed and the Riders Guide should explain that. Bill Martin will revise the Guide for the September meeting. An updated Spanish version is also needed. The Call Center uses a translation service and Bill will contact the Call Center regarding the revision.

Customer Feedback Report: There were 6 customer complaints in May. The complaints consisted of issues related to a late pickup, client no shows/cancellations, a call center reservation, and 303 Taxi. All issues except one have been resolved. Complaints must come from the RIK client rather than sponsor. Kathy Nelson recommended highlighting this policy in the Rider's Guide.

The RIK clients traveling by bus will receive an automated call, 10 minutes before their ride arrives. This service is designed to help reduce dwell time—the time a driver is waiting for the client to arrive. The tracking system is not available on taxi's.

Some RIK riders are buying ADA tickets and the revenue is going to ADA instead of RIK. The fares are identical. Riders will need to show their identification on ADA buses. It was recommended that AID address this issue and the possibility of RIK vouchers with Sally.

NF and JARC Budget Report-Phase 3 & 4: The Phase 3/4 JARC grant is nearly expended. Some NF funds are still available. The average monthly program cost is \$118,673. The Phase 5/6 grant has more JARC than NF funds. Phase 5/6 NF funds will be expended in 5 months. Phase 7/8 also has less NF funding than JARC funding. This may be a problem for some sponsors. JARC eligible riders should be shifted from the NF to JARC funding classification. NF funding is for low income disabled and seniors. Krystal Spracklen will distribute a list of riders per sponsor. AID has reclassified their clients starting 6/1/12. AID is working with the RTA to extend the current contract to January 2013 and start Phase 5/6 JARC now. AID and Pace have not been paid for January, February, or March. AID must submit more information as requested to the RTA. The new transportation bill may merge the NF and JARC programs.

Sponsor Agreements and Letters of Commitment: Kathy Hazelwood requested information from selected sponsors. Elgin has agreed to fund RIK and subsidize trips made by Elgin residents. Elgin Township agreed to subsidize other riders within their jurisdiction.

Client Surveys: The survey is a requirement of the grant and AID needs a 10% response rate. Kathy Hazelwood asked sponsors to follow-up with their clients and return the completed surveys to her. Krystal Spracklen will provide Kathy Nelson with a copy of the survey to distribute in high rise buildings.

ITEMS FOR DISCUSSION

Due to a Pace reorganization, Bill Martin's RIK role will transition to Joe Pinkston.

Title VI Procedures—Krystal Spracklen suggested that everyone review the procedures. The RTA is creating a new Title 6 program that must be submitted to the FTA for each JARC/NF subrecipient. Krystal has prepared documentation that states the RIK non-discrimination policy and grievance/appeal procedure. AID placed a newspaper ad stating the policy and procedures. A Spanish version is available upon request. A motion was adopted to approve the policy and this subject will be placed on the September agenda.

Call Center Strategic Plan Presentation—Bill Martin provided an overview of a study that was performed by Nelson Nygaard. Pace serves 6 counties. In 2006, Pace began operating Chicago's paratransit program. Nelson Nygaard studied the centralized call center process to make the operation more cost effective and user friendly. The Study recommended 3 call centers. Pace currently owns the McHenry facility which may be combined with Lake County. A Chicago call center will be created to handle all Cook County and Chicago. If one call center is not operational, the others will receive the calls.

Currently, call center costs are paid with federal and Pace funds. If sponsors subsidize the call center, the cost will be divided according to usage (number of trips/calls). Mr. Martin will manage the new system. Since management fees are eligible for federal funding, the possibility of reduced costs was questioned.

RTA ADA Advisory Committee Update-- Lynn O'Shea included the last meeting agenda and minutes in the agenda package. Ms. O'Shea's commitment to the RTA ADA Advisory Committee will expire in October so please contact her if interested in the position. The Chairperson is Berry Taylor.

PUBLIC COMMENT:

Kathy Nelson noted that the FITE Center has closed—a State funded advocacy organization. Geneva Township helps residents with the paperwork needed for the Circuit Breaker Program.

ANNOUNCEMENTS

The next RIK Sponsor Committee meeting will be held Tuesday December 4, 2012, at 9:30 a.m. in the Kane County Government Center Auditorium, 719 S. Batavia Avenue, Geneva 60134.

ADJOURNMENT

The meeting was adjourned at 11:10 a.m.

Ride in Kane

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Ride In Kane Sponsor Committee Meeting Meeting Minutes September 4, 2012

In Attendance:

Anderson, Jim	Batavia Township	O'Shea, Lynn	AID
Block, Robert	Dundee Township	Pinkston, Joe	Pace
Copeland Hill, Donna	NE IL Area Agency on Aging	Robb, Mary	Pace
Dempsey, Gene	Resident, City of Aurora	Singer, Ron	Geneva
Gallas, Richard	St. Charles	Soderlind, Isabel	St Charles
Golden, Megan	Village of South Elgin	Spracklen, Krystal	AID
Helander, Joyce	Day One Network	Ward, Jan	Kane County
Hazelwood, Kathy	AID	Weitl, Sherri	City of Geneva
McKay, Louise	Campton Township	Whitney, Karen	Hesed House
Nelson, Kathy	Senior Services Associates	Zarate, Wendy	NE IL Area Agency on Aging

OPENING OF MEETING

The meeting was called to order at 9:07 a.m. by Lynn O'Shea of AID. Introductions were made. Pat Knoshi of the City of St. Charles will be retiring and introduced the temporary representative from St. Charles, Isabel Soderlind. The June 5, 2012 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS

Registration and Ridership Reports: Joe Pinkston stated that he will be emailing monthly reports to the sponsors today, and noted that the trip count increased during August.

Customer Feedback Report: All complaints were resolved except for a no show in Aurora Township. Kathy Nelson brought up the issue of having a Spanish speaking person at the Call Center. Mr. Pinkston responded that the Call Center should translate, or send the call to a translator, but relayed that the complaint line does not always have a Spanish speaking person available. He agreed to look into this issue and report back.

NF and JARC Budget Report: Krystal Spracklen reported that the remaining funds in Phase 3/4 will likely be expended in May 2013. Monthly expenditures are estimated at \$78,000 in New Freedom and \$41,000 in JARC for a total monthly cost of \$119,000. Ms. Hazelwood stated that the upcoming RIK grants have more JARC funds than NF funds. Because JARC funds are for work related trips, sponsors should be careful when coding each trip. She also clarified that RIK is in Phase 4 New Freedom and Phase 5 JARC, and using four different grants now with the RTA. Kathy Nelson stated that she doesn't think that the Call Center pays attention to the classification of the clients when intaking information. Ms. Spracklen stated that if it is a work related trip it needs to be charged to JARC, but that doesn't affect the billing amount. Ms. Nelson relayed that she has called clients to ask if they are going to work to try to clarify the issue.

Ms. Spracklen agreed to prepare the Quarterly cost reports and distribute same via email. Q1 average sponsor cost is \$10.50, with a total cost of \$21.20 per ride. JARC total cost per ride averages \$22.29. The reason for the difference in costs between the two types of rider is perhaps due to lower rider volume. Discussion followed regarding the need for a breakdown per sponsor, fare information, and specifics related to a few separate sponsors. Ms. Spracklen agreed to produce a quarterly report and a year-end consolidated report.

ITEMS FOR DISCUSSION

Update on JARC/NF Grant Submittal: Kathy Hazelwood reported that the Phase 9 & 10 application has been submitted requesting \$1.7M, an increase of over \$400,000 and that this may be the last submittal. Joe Voccia wanted some changes to the submittal. RIK will be placed on the bottom of the list due to the number of grants received and the number of new grantees. After some discussion about the need for sponsor eligibility requirements and the date of applicability, Ms. Spracklen agreed to produce a projection of how long funding will last for the next meeting.

Paratransit Provider Meeting Report: Ms. Spracklen reported that the RTA began quarterly meetings for providers. The July 30th meeting included discussion on the two programs with different fare structures. There was also discussion about coverage and client ineligibility due to lack of sponsorship in the Dupage program. The next meeting is scheduled for October.

*Title VI Procedures—*Krystal Spracklen reported that the non-discrimination policy and grievance/appeal procedure has to be in place to qualify for Federal money, and she hasn't heard if the draft policy has been accepted. As soon as she hears, the document can be modified and submitted to the RTA. The procedure for grievance was explained – the grievance first goes to the sponsor, then AID and finally to RIK Sponsor Committee. Discussion followed on how to get information out to riders, and it was decided that mention would be made in the rider's guide. The information must also be translated into Spanish.

RIK Rider Guide and Brochure: Joe Pinkston has the rider's guide and it was agreed that any proposed changes should be submitted to Jan Ward by the end of the week. Information in the guide should include updated reservation hours and information about the call-in compliant line. Information also will be in Spanish. It was agreed that the revised rider's guide and brochure would be available by the next meeting.

RTA ADA Advisory Committee Update: Lynn O'Shea reported on the July 16 meeting. Pace needs an additional \$11M due to the increase in demand for ADA paratransit services. Pace will approach the General Assembly for funds. The RTA will probably amend the budgets of CTA and Metra. The circuit breaker program will only be in place until 12/31/12 and the Department on Aging will be closed. There was a discussion about the service boards instituting a universal fare card and the usefulness of a similar card for the RIK program. Further discussion included information on the travel training program. RTA will do the training upon request.

PUBLIC COMMENT:

Mr. Dempsey reported two incidents where the Call Center hung up on clients. Pace agreed to look into the situation and report back. Mr. Dempsey also reported that difficulty in scheduling an appointment resulted in a 1 hour 10 minute ride and, during work hours, rides could be even longer for seniors. Ron Singer stated that any Veterans traveling to Hines VA can ride from the Elgin clinic. Transportation to/from the Aurora clinic was questioned. Kathy Nelson agreed to give information on the Elgin clinic to Hines.

ANNOUNCEMENTS

The next RIK Sponsor Committee meeting will be held Tuesday December 4, 2012, at 9:30 a.m. in the Kane County Government Center Auditorium, 719 S. Batavia Avenue, Geneva 60134. Nominations for a Ride in Kane Chairman will be taken at this meeting. The election will occur at the following meeting on March 5, 2013.

ADJOURNMENT

The meeting was adjourned at 10:08 a.m.

Ride in Kane

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• Two Rivers Head Start • Village of Campton Hills • Village of Gilberts • Village of South Elgin

Ride In Kane Sponsor Committee Meeting Meeting Minutes December 4, 2012

In Attendance:

Anderson, Jim	Batavia Township	O'Shea, Lynn	AID
Bober, Sharon	St. Charles Township	Pinkston, Joe	Pace
Dupasquier, Jennifer	Two Rivers Head Start	Singer, Ron	Geneva
Franks, Melissa	Aurora Township	Soderlind, Isabel	St Charles
Gallas, Richard	St. Charles	Spracklen, Krystal	AID
Golden, Megan	Village of South Elgin	Ward, Jan	Kane County
Harney, Sue	Dundee Township	Weitl, Sherri	City of Geneva
Hazelwood, Kathy	AID	Whitney, Karen	Hesed House
McKay, Louise	Campton Township	Zarate, Wendy	NE IL Area Agency on Aging

OPENING OF MEETING

The meeting was called to order at 9:28 a.m. by Sue Harney of Dundee Township. Introductions were made. The September 4, 2012 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS

Registration and Ridership Reports: Monthly updates to sponsors reporting October mileage are pending.

Customer Feedback Report: The number of complaints for on time service was up for the 303 Taxi service out of Elgin. RIK is trying to work with taxi companies because they cost less than buses. Krystal Spracklen stated that she has a blind client who has trouble getting the taxi company to accept her service dog in the vehicle. She also spoke about a client in Aurora who dropped the program due to missed rides. She requested Pace intervene and talk directly with the taxi company about these issues. Lyn O'Shea asked Joe Pinkston to bring complaint forms to the RIK meetings in the future.

NF and JARC Budget Report: Krystal Spracklen reported that the remaining funds in Phases 3 & 4 were finished as of June, 2012. Funds for Phases 5 & 6 are in place, less New Freedom monies already received. Most of the New Freedom money has been spent out of Phase 5 & 6 Expenditures in New Freedom total \$82,000 monthly, twice as much as JARC. Phase 7 & 8 will begin on September 1, 2012. She estimates that \$776,000 in JARC funds area available to 2014. However, some employment trips are still being paid out of New Freedom. She estimates that the New Freedom money will run out by November, 2014, but that JARC money will last through 2018.

The cost report indicates that the average total cost per ride is \$24.74. JARC rides are more expensive, perhaps due to single rider trips. Broken down by sponsor, AID has the highest cost per ride, followed by Elgin Township. Both Blackberry and Campton Township numbers are included in AID counts. Currently, Blackberry Township is struggling with increased demand from the Greenfields of Geneva retirement community. The increase in demand has led them to consider parameters for ridership. The Committee discussed several options in trying to manage the growing demand from this facility, including

freezing registration or other guidelines. Krystal agreed to speak to Blackberry Township to work on setting parameters for their area.

Discussion then followed about the new funding situation resulting from the MAP-21 legislation. JARC is eliminated by MAP-21 and the funding goes directly to the RTA for discretionary disbursement among the service boards. Allocation will be split – with a mandatory minimum 55% for going for capital needs, 45% for direct assistance to providers. Also, restrictions on designating an individual as a senior are now definitively set at 65 and older and disabled is now set by ADA regulations. These designations will apply for money allocated after 2014. The total allotment went from \$7million down to \$2.8 million, and it is at Pace’s discretion how to allocate the money. They won’t fund any New Freedom program that has enough money to last through 2014. It was a consensus of the members attending that the reduction in funding is a significant barrier to accommodating the rise in demand and the recent start ups of three additional county rider programs.

Several ideas were offered to try to answer this change in the funding. It was suggested that the RTA be asked to advocate for a permanent funding source for our programs, also to look into the ¼% transportation sales tax receipts to see if money is available through Kane County. It was also decided that there should be an aggressive push to lobby at the local, State and Federal legislators to solve the problem. Sue Harney suggested that a list of talking points be developed to assist in this effort. Lyn O’Shea said that she would have a draft in three months after she has more information about eligibility.

ITEMS FOR DISCUSSION

Paratransit Provider Meeting Report: Ray Graham Association has money for transportation training, they will be hosting a meeting in the future, possibly as early as December. RTA has put a program together for program representatives, Joe Voccia coordinates.

Lake County Coordinated Transportation Services Committee Presentation: Lyn O’Shea reported that she will be giving a presentation on the Ride in Kane Program on December 5th for Lake County. They are interested in starting a program. RIK program is being promoted by RTA as a best practice operation.

Title VI Procedures—Krystal Spracklen reviewed that Title VI procedures are in place to get the information out to riders without discriminating. It was agreed that the Rider’s Guide should include this Title VI information.

RIK Rider Guide and Brochure: Krystal Spracklen presented a review of the additions and changes to the amended Rider’s Guide. She highlighted that a rider can have a companion traveling for free. She also talked about the procedures in the guide related to bus driver assistance to riders. If a rider has a trip scheduled via a PACE operated vehicle PACE has an automated call notification system which lets the rider know that the vehicle is within 5 minutes of pick up. Ms. Spracklen concluded by stating that all final changes to the rider’s guide must be sent to Jan Ward and she will forward the final copy to PACE.

There was discussion on the RTA Travel Training brochure. The members expressed a desire to institute this in Kane County. The RTA will encourage riders to register with RIK, and use RIK services to access fixed route service.

RTA ADA Advisory Committee Update: Lynn O’Shea reported on the October 15th meeting and provided updated materials in the committee member’s packets. The RTA is recruiting nominees for the Eligibility Review Board. This board hears appeals and members of this board must be willing to go downtown to hear appeals.

2013 Meeting Schedule: The proposed schedule was reviewed and after a motion by Jim Anderson, seconded by Sharon Bober, the schedule was approved. Lyn O’Shea reminded all that a new chair needs to be chosen.

PUBLIC COMMENT:

Lyn O'Shea talked about a permanent funding source for persons with disabilities. AID is collecting signatures on a petition to hold a property tax referendum. She met with the new Kane County Board Chairman, Chris Lauzen and he will neither support nor fight the referendum.

Information was distributed on the shuttles operating from Elgin and Aurora to Hines VA Hospital.

Richard Gallas is leaving St. Charles and spoke about the positive experience he has had with the Ride in Kane program. Isabel Soderlind will continue as St. Charles' representative to the Committee.

Two Rivers Head Start has joined the Ride in Kane program as a new sponsor. Two Rivers operates the Community Services Block Grant in Kane County, and offers several programs for low income persons, both employment-related and for seniors. We welcome Two Rivers to our program.

ANNOUNCEMENTS

The next RIK Sponsor Committee meeting will be held Tuesday, March 5, 2013, at 9:30 a.m. in the Kane County Government Center Auditorium, 719 S. Batavia Avenue, Geneva 60134. The election will occur at this meeting.

ADJOURNMENT

The meeting was adjourned at 10:15 a.m.